



Job Description

Job Title:	Propane Service Technician	Reports to:	Service Manager
Location:	Sturbridge, Massachusetts	Position Classification:	Non-Exempt, Full-Time

Position Summary

The primary role of the Propane Service Technician will be responsible for the following activities: deliver, set and install propane tanks, inside and outside lines, conduct system tests and purge cylinders and tanks consistent with company standards and maintaining related documentation. The propane service technician will also be responsible for installation and service of propane appliances and heating systems.

Position Responsibilities

- Represents the values of the company to customers, prospective customers and the public in a professional and respectful manner
- Communicates clearly and effectively to convey information to new and existing customers
- Resolves customer concerns or complaints in a professional and helpful manner
- Maintains a professional image and superior customer service
- Notifies supervisor of any issues that might impact safety, customer satisfaction, productivity, and other established goals and standards
- Sets, repairs and maintains tanks and cylinders, installs first stage line, conducts system tests and ready installation for inspections
- Purges propane cylinders and tanks, fills storage containers, performs basic outside leak repair
- Properly secures truck and equipment consistent with company policies and procedures
- Sets a high standard of personal conduct for the service department employees
- Advocates for all aspects of safety for the service department including appropriate personal protective equipment, proper lifting of heavy parts and equipment, hazardous materials handling and general safety awareness
- Ensures the safe use of company service vehicles
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil and propane equipment while creating relationships with state and local authorities
- Conducts regular work inspections and provides technical guidance as needed
- Supplies information for determining performance of Key Performance Indicators (“KPI”)
- Involved in special projects from time to time, depending on business need
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position
- Attends and participates in company training programs

Required Knowledge, Skills and Abilities

- Minimum of 2 to 4 years of experience working in a service department preferably in propane
- Must have a valid Massachusetts Propane Gas Installers License
- Must have CDL Class B with endorsements and meet applicable state and federal licensing and certification requirements
- Hoister/Rigger Certification a plus
- Graduate of High School or equivalent
- Must have a valid driver’s license and a clean driving record
- Must be able to pass a pre-employment physical (conducted at our occupational health provider’s location)
- Must meet employment eligibility standards set for criminal and other background checks

Physical Demands and Work Environment

While performing the duties and responsibilities of this position, the employee may be required to:

	Never	Occasionally	Often	Always
Talk			X	
Hear			X	
Vision - Close			X	
Vision - Far			X	
Stand		X		
Walk		X		
Sit		X		
Climb/Balance		X		
Push/Pull			X	
Lift > 25 lbs			X	
Stoop/Kneel/Crouch/Crawl		X		
Reach		X		
Feel/Use hands and fingers		X		

The employee will work in both an office environment and in the field. This employee is exposed to moving vehicles and changes in weather. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Acknowledgement of Receipt and Understanding

Employee Name: _____ (print) _____ (sign)

Date: ___/___/___