

## **Perfect Temp Inc. Job Position Titles, Qualifications, Descriptions and Benchmarks for Advancement**

**Perfect Temp Inc. looks at many aspects of the job when assessing pay, raises and advancement. Besides being able to preform your duties required for the position, we also look at the following:**

**Technician Production:** Measuring the number of jobs completed, units installed, or service calls handled per technician provides a good indicator of efficiency and workload management.

### **Job Time and Response:**

Tracking average job completion times and response times to service requests helps asses efficiency and customer satisfaction.

### **Customer Satisfaction:**

Collecting feedback through surveys or reviews, and measuring customer retention rates, demonstrates the ability to meet customer needs and build relationships.

### **Certifications:**

Obtaining certifications like EPA Universal or specific manufacturer certifications demonstrates a commitment to professional development and expertise.

### **Customer Relationships:**

Building strong customer relationships through positive interactions and follow-up can lead to repeat business and referrals

### **Health and Safety:**

Demonstrating a strong understanding and adherence to safety protocols is crucial in the HVAC field, particularly as indoor air quality concerns grow.

### **Willingness to work after hours:**

For that unusual weather that causes massive emergencies or if we are missing a tech from illness or vacation, demonstrating a willingness to work outside of standard hours can be a factor in advancement

**Revenue Generated:**

For SFP, tracking revenue generated per technician can be a key indicator of performance.

**In Summary, success in HVAC roles is often measured by a combination of technical skills, customer service abilities, and a commitment to safety and professional development. These metrics can be used to evaluate performance and identify opportunities for growth within the company.**

## **Entry Level Position 1**

**Pay Scale \$41,600-\$62,400 Annually (\$20-\$30 Hourly)**

**Qualifications:** High School Diploma or GED, Able to be on your feet all day, Able to work early and late at times, Flexible schedule that may involve overtime, Able to lift 50-75lbs, Follow directions well, Can do attitude, Able to work alone, Self initiator-capable of staying and looking busy, Non-smoker during your work day(no smoking on facility/property, in work rig, or at or around the customers home)

### ***Job Description***

Duct Cleaning  
Dryer Vent Cleaning  
Install Helper  
Parts runner  
Shop clean up  
Maintaining property  
Gas Piping assistance  
Fireplace cleaning, troubleshooting and repair  
Other duties as assigned

### ***Need to accomplish before advancing to Entry Level Position 2***

Study what it takes to do a tune up  
Learn and understand the Furnace/Heat Pump  
Learn about Financing options and how to talk to the customer about them

### ***Other skills that will move you towards advancement quicker***

EPA Certification  
CertainPath SPFG Technician training and practice

## **Entry Level Position 2**

**Pay Scale \$47,000-\$66,560 Annually (\$22.60-\$32 hourly)**

**Qualifications:** Some experience working in a trade, Worked on and know Gas Fireplaces, High School Diploma or GED, Able to be on your feet all day, Able to work early and late at times, Flexible schedule that may involve overtime, Able to lift 50-75lbs, Follow directions well, Can do attitude, Able to work alone, Self initiator-capable of staying and looking busy, able to perform Entry Level 1 position with excellence

Non-smoker during your work day(no smoking on facility/property, in work rig, or at or around the customers home)

### ***Job Description***

Duct Cleaning  
Dryer Vent Cleaning  
Install Helper  
Parts runner  
Shop clean up  
Maintaining property  
Gas Piping assistance  
Fireplace cleaning, troubleshooting and repair  
Other duties as assigned

**Repair and replacement of ducts**

**Estimates for Duct replacement**

### ***Need to accomplish before advancing to Apprenticeship Technician***

Furnaces, Heat Pumps -Understanding all of the parts and how they work. How does one part affect another?

EPA Certification

Certain Path SFPG Technician Training and practice

Know financing options to better explain them to our customers

### ***Other skills to that will move you towards advancement quicker***

Practice with training equipment

Take classes from Thermal Supply, Gensco and Johnstone to better yourself

## **Apprenticeship Technician**

**Pay Scale \$63,500-\$110,000 (Includes Spiff and Bonus opportunities)**

**Qualifications:** Two years experience in the HVAC industry, Worked on and know Gas Fireplaces, Know how to do tune ups, score well on HVAC General Assessment test, High School Diploma or GED, Able to be on your feet all day, Able to work early and late at times, Flexible schedule that may involve overtime, Able to lift 50-75lbs, Follow directions well, Can do attitude, Able to work alone, Self initiator-capable of staying and looking busy, able to perform Entry Level positions with excellence  
Non-smoker during your work day(no smoking on facility/property, in work rig, or at or around the customers home)

### ***Job Description***

Duct Cleaning  
Dryer Vent Cleaning  
Install Helper  
Shop clean up  
Maintaining property  
Gas Piping assistance  
Gas Fireplace cleaning, troubleshooting and repair  
Other duties as assigned  
Repair and replacement of ducts  
Estimates for Duct replacement

**Tune Ups (formally known as Preventative Maintenance)**

**Install Assistant**

**Use SFPG to give customer options (Must, Should, Could)**

**Know the financing options so you can explain them to the customer**

### ***Need to accomplish before advancing to Experienced Technician***

Experience of at least 2 Years as an apprentice Technician (4 years total experience in HVAC)  
Mastered the SFPG and are proficient with Must, Should and Could  
Enough experience as an Install assistant to be able to lead an install

### ***Additional things you can do to invest in yourself***

Class completion documentation for classes in electrical, Indoor air quality, HVAC systems, etc

## **Experienced Technician**

**Pay scale \$74,500-\$135,000 (Includes Spiffs and Bonus opportunities)**

**Qualifications:** Four years experience in the HVAC industry, Worked on and know Gas Fireplaces, Score well on HVAC General Assessment test, Mastered Apprentice Technicians position, High School Diploma or GED, Able to be on your feet all day, Able to work early and late at times, Flexible schedule that may involve overtime, Able to lift 50-75lbs, Follow directions well, Can do attitude, Able to work alone, Self initiator-capable of staying and looking busy, Non-smoker during your work day(no smoking on facility/property, in work rig, or at or around the customers home)

### ***Job Description***

Duct Cleaning  
Dryer Vent Cleaning  
Install Helper  
Parts runner  
Shop clean up  
Maintaining property  
Gas Piping assistance  
Gas Fireplace cleaning, troubleshooting and repair  
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Repair and replacement of ducts  
Estimates for Duct replacement  
Tune Ups (formally known as Preventative Maintenance)  
Use SFPG to give customer options (Must, Should, Could)  
Know the financing options so you can explain them to the customer

### **Lead Gas Piping jobs**

**Do estimates for Gas Piping jobs**

**Can Lead on Installs**

**Can troubleshoot, diagnose and repair independently**

**Proficient at most HVAC jobs**