



B & F Power Vac, INC.

Since 1971
Furnace & Air Duct Cleaning Experts!

RESIDENTIAL

COMMERCIAL

INDUSTRIAL

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Technician Trainee

General Duties

- Listen to what your trainer is saying
- Set up & tear down procedures
- Wash & clean register & boots
- Lay down tarps & papers
- Get tools for the tech as needed
- Arrive 15-20 minutes before scheduled leave time
- Be prepared *Professional image *Clean Appearance
- Watch and ask questions (preferable outside customers hearing)
- Pay attention to job site *Always work Smart/Safe
- Residential *Watch out for their treasures/belongings
- Commercial *Watch out for hazards/valuables
- Avoid unnecessary touching of the customer things
- All technical questions from the customer always refer to the lead tech
- Read your procedure/company book and ask questions
- Be prepared for a 30 day review of company policies & procedures concerning your position
- Communication from you to us is the most important part of your job!!!

1.0 INTRODUCTION

- 1.1 The purpose of this standard is to establish and define the functional role, reporting relationships, duties, authority, responsibilities, job requirements and measures of performance of Technician Trainee.

2.0 FUNCTIONAL ROLE

- 2.1 To assist Lead Technician with completion of all projects within the estimated budget or time frame established for the specific type of work, to the satisfaction of the customer, and in compliance with all government statutes, laws and regulations. This will be accomplished in accordance with company guidelines, safety rules and procedures that apply.

3.0 REQUIREMENTS

- 3.1 Learn, know and practice B&F Power Vac cleaning procedures and operating procedures.
- 3.1.1 After 90 day probationary period is completed must obtain a D.O.T Medical Card.
- 3.2 Education-
Required: High school diploma or GED
- 3.3 Skill, Knowledge, and Abilities-
Learn use of analytical and observation skills which demonstrate the ability to set a course or direction. Maintain a positive attitude with Lead Technician, customer and peers. Must be capable of adapting to any changes as they occur.
- 3.4 Physical-
Body Positions: Standing, sitting, walking, climbing, reaching, kneeling and crawling
Body Movements: Lifting, carrying, pushing, pulling and use of hands, eyes, arms, legs and voice
- 3.5 Mental-
Language Requirements: Reading, legible writing and spelling. Ability to communicate verbally and written.
- 3.6 Working conditions-
Field and shop environment, heights, exposed to adverse weather (heat, cold and humid conditions)

4.0 REPORTING RELATIONSHIPS

- 4.1 The Technician Trainee is hired by the Division Manager and reports directly to the Lead Technician.

5.0 RESPONSIBILITIES

- 5.1 Assist Lead Technician to ensure that all work meets all of the contract, practical requirements and specifications for projects and customer satisfaction.
- 5.2 Assist Lead Technician to ensure all work is performed in accordance with company policies and procedures, government regulations, rules or contract provisions provided by the customer.
- 5.3 Know how to complete time sheets. Keep Lead Technician informed of supply levels on truck.
- 5.4 Keep abreast of advances and technological changes in all areas of the field, including technical methods and procedures, new or improved tools and equipment, government regulations, safety issues and compliance.
- 5.5 Assist Lead Technician to ensure all projects are completed to the satisfaction of the customer, with the objective that they remain a repeat customer, provided that the company is to be paid for its work in accordance with the contract and an appropriate amount for change orders, so company can earn a reasonable profit.
- 5.6 Assist Lead Technician to ensure appropriate utilization of materials and supplies used by the crew. Be able to determine and make Lead Technician aware of when equipment or tools are in need of repair or replacement.

6.0 DUTIES

- 6.1 Be able to perform all tasks related to a project as directed by Lead Technician.
- 6.2 Know and follow all safety guidelines while performing all duties.
- 6.3 Know set up and take down procedures for B&F cleaning trucks.
- 6.4 Learn and utilize B&F Power Vac's cleaning procedures.
- 6.5 Direct all customer conversation to the Lead Technician.
- 6.6 Report any damage to customers' property while in the cleaning process to the Lead Technician immediately.
- 6.7 Ensure customer satisfaction is top priority.

8.0 MEASURES OF PERFORMANCE

- 8.1 Assisted Lead Technician in completing all projects on or before the target deadline and within budget for materials and labor.
- 8.2 Help to achieve complete customer satisfaction. Complaints and re-work are kept to a minimum.
- 8.3 Works well with others in positions of authority, customers and peers. Demonstrates positive attitude.
- 8.4 Consistently shows ability to recognize and deal with priorities and planning and able to accept changes.
- 8.5 Performs all or any duties that need to be performed although not directly assigned.
- 8.6 Has the ability to start projects without direction from the Lead Technician. (self-starter)
- 8.7 Always provides proper notification and advance notice of absences. Practices good punctuality.
- 8.8 Has company's financial condition and future as a top priority in the course of duties from day to day.
- 8.9 All company and customer information, from personnel to proprietary data, is kept in strict confidence and not divulged in any manner to anyone.
- 8.10 Demonstrates good safe work habits to ensure injuries and lost time are kept to a minimum.

