### **1. Helper**

Basic Skills and Knowledge:

* Basic understanding of HVAC and refrigeration systems.
* Familiarity with common hand tools and equipment used in installations.
* Basic safety protocols and procedures in a construction or installation setting.
* Ability to follow instructions and assist in basic tasks such as carrying materials, cleaning work areas, and preparing installation sites.

Responsibilities:

* Assisting in the installation of heat pumps under supervision.
* Maintaining tools and equipment.
* Helping in loading and unloading materials and equipment.
* Performing cleanup tasks at the installation site.

### **2. Junior Installer**

Intermediate Skills and Knowledge:

* Good knowledge of HVAC systems, especially residential heat pumps.
* Ability to read and interpret installation blueprints and manuals.
* Basic troubleshooting skills for common issues in heat pumps.
* Understanding of electrical systems and wiring as related to heat pump installations.

Responsibilities:

* Assisting in more complex aspects of installation, including wiring and configuring systems.
* Performing basic diagnostic tests under supervision.
* Providing customer support and answering basic queries regarding maintenance and operation.
* Ensuring compliance with local building codes and regulations.
* Able to install basic installs by themselves.

### **3. Lead Installer**

Advanced Skills and Knowledge:

* Expert knowledge of heat pump systems, including installation, maintenance, and repair.
* Proficiency in troubleshooting complex issues and providing solutions.
* In-depth understanding of local building codes, regulations, and safety standards.
* Leadership skills to manage a team of installers.

Responsibilities:

* Leading and overseeing the installation of heat pump systems.
* Training and mentoring junior staff and helpers.
* Liaising with clients, conducting site assessments, and providing recommendations.
* Ensuring the highest standards of quality and safety are met.
* Autonomous on managing schedule and install.

# Field Service Manager (HVAC Company):

Key Skills:

* Technical Proficiency: In-depth knowledge of HVAC systems, equipment, and technologies to effectively oversee field service operations.
* Leadership: Ability to lead and motivate a team of field service technicians, ensuring they deliver high-quality service to clients.
* Customer Service: Strong customer-centric focus with excellent communication and interpersonal skills to handle client interactions and address concerns.
* Problem-solving: Aptitude for identifying and resolving complex technical issues efficiently to minimize downtime and maximize customer satisfaction.
* Planning and Organization: Skillful in planning and organizing field service schedules, ensuring timely and efficient delivery of services.
* Team Management: Ability to recruit, train, and manage a team of field service technicians, fostering a positive and collaborative work environment.
* Safety Compliance: Knowledge of safety regulations and protocols to ensure a safe working environment for field service technicians and compliance with industry standards.

Responsibilities:

* Oversee Field Operations: Manage and coordinate field service operations to ensure timely and efficient delivery of HVAC services.
* Team Leadership: Provide leadership to the field service team, including hiring, training, and performance management.
* Client Interaction: Build and maintain strong client relationships, addressing their needs and ensuring a high level of customer satisfaction.
* Technical Support: Provide technical support to field service technicians, troubleshooting complex issues and ensuring quality service delivery.
* Schedule Management: Plan and organize field service schedules, optimizing technician routes and resource allocation.
* Quality Assurance: Implement and enforce quality assurance processes to maintain high service standards and customer satisfaction.
* Safety Compliance: Ensure that field service operations adhere to safety regulations and standards to create a secure work environment.
* Reporting: Generate reports on field service performance, analyzing data to identify areas for improvement and implementing corrective actions.

# Operations Manager (HVAC Company):

Key Skills:

* Strategic Planning: Ability to develop and implement strategic plans to optimize operational efficiency and meet business objectives.
* Budget Management: Proficient in budgeting and financial management to ensure cost-effective operations and resource allocation.
* Process Improvement: Skillful in identifying and implementing process improvements to enhance overall operational efficiency.
* Leadership and Team Management: Strong leadership skills to guide and manage operational teams, fostering collaboration and a positive work culture.
* Vendor Management: Experience in managing relationships with suppliers and vendors to ensure timely and cost-effective procurement of materials and services.
* Inventory Control: Knowledge of inventory management practices to maintain optimal stock levels and minimize wastage.
* Regulatory Compliance: Ensure compliance with industry regulations, codes, and standards related to HVAC operations.
* Communication: Excellent communication skills to liaise with different departments, clients, and stakeholders to ensure smooth operations.

Responsibilities:

* Strategic Planning: Develop and implement strategic plans to optimize operational processes and achieve business goals.
* Budget Oversight: Manage and control operational budgets, ensuring efficient resource allocation and cost management.
* Process Optimization: Identify and implement process improvements to enhance operational efficiency and reduce costs.
* Team Management: Lead and manage operational teams, providing guidance and support to achieve operational excellence.
* Vendor Relations: Establish and maintain strong relationships with suppliers and vendors to ensure timely and cost-effective procurement.
* Inventory Management: Oversee inventory control measures to maintain optimal stock levels and minimize wastage.
* Compliance: Ensure compliance with industry regulations, codes, and standards relevant to HVAC operations.
* Reporting: Generate and analyze operational reports, providing insights and recommendations for continuous improvement.