

LANE ASSOCIATES
3916 LONG BEACH ROAD
ISLAND PARK, NY 11558
516-431-0900



Employment Positions

Job requirements for all positions consist of a minimum of the following traits:

Organized
Stable work history
Computer literate
Multi-tasking skills
Personable mannerism
Professional and personable communication skills
Responsible and dependable
Drug free
Good background check
Team player
Ability to multi-task in a fast paced environment without losing sight of long and short-term goals.

Positions:

➤ **Technician – Service**

- Duties include
 - Troubleshoot HVAC units and systems
 - Write follow ups to describe in detail what needs to be done to make the system run proficiently
 - Communicate to the customer about what repairs are recommended
 - Identify how to upgrade system
 - Write accurate and complete paperwork
- Additional skills
 - Professional mannerism
 - Courteous and polite
 - Neat appearance
 - Knowledge of and experience with HVAC systems
 - Good written and oral communications skills
 - Analytical capabilities

➤ **Technician – Installation**

- Duties include
 - Read blue prints and install as indicated
 - Install pipe, HVAC equipment and components
 - Write accurate and complete paperwork
 - Work with other trades and subcontractors
- Additional skills
 - Physically strong
 - Professional mannerism
 - Courteous and polite
 - Neat appearance
 - Knowledge of and experience with HVAC systems

➤ **Technician – Controls**

- Duties include
 - Read blue prints
 - Control wiring
 - Control start up
- Additional skills
 - Proficient computer knowledge
 - Knowledge of and experience with HVAC systems

➤ **Clerical**

- Duties include
 - Filing
 - Mailing
 - Data Entry
 - Compiling reports
- Additional skills
 - Ability to work in a high volume environment.
 - Ability to organize, multi-task, attention to detail
 - Apply interpersonal communication skills
 - Self-starter and have the ability to work independently and as a team player, proactive, solutions oriented, multi-tasker
 - Excel, Word, Outlook, Access

➤ **Dispatcher** – responsibility to manage our biggest asset

- Duties include
 - Prioritizing service calls
 - Communication with customers and techs
 - Coordinate with parts and materials
 - Compile paperwork from the field
 - Pricing of service proposals
- Additional skills
 - Ability to work under pressure
 - Motivational
 - Excel, Word
 - Our computer system is Timberline and familiarity with this would be excellent
 - Goals driven
 - Excellent phone mannerism

➤ **Accounting**

- Duties include
 - Cash receipts
 - Reconciling statements
 - Invoicing
- Additional skills
 - Good with numbers
 - Excel
 - Our computer system is Timberline and familiarity with this would be excellent

➤ **Customer service**

- Duties include
 - Taking service calls from customers
 - Resolving customer complaints
 - Calling customers for quality surveys
- Additional skills
 - Good listener
 - Professional, friendly and calming phone mannerism

➤ **Sales** – Selling HVAC service and installations to commercial customers

- Duties include
 - Developing your own sales leads
 - Develop relationships and network
 - Produce weekly reports
- Additional skills
 - Ambitious, reliable and self motivated
 - Strong sales disciplines and presentation skills
 - Skilled at developing and maintaining relationships with building owners and managers
 - Good professional appearance
 - Exceptional organizational skills
 - Word, Excel, Act, Outlook
 - Goals driven

➤ **Estimator** – estimate the price for an installation and/or upgrade of HVAC systems

- Duties include
 - Meeting with customers, subcontractors and Lane salespeople
 - Meeting with Lane engineers to discuss and become familiar with project
 - Submit and track request for quotes
 - Write proposals describing work to be done
 - Build relationships with vendors
- Additional skills
 - Knowledge of and experience with HVAC systems
 - Good writing skills
 - Word, Excel, Outlook

- **Project manager** – Manage HVAC installations
 - Duties include
 - Reading and understanding blue prints and scope of work for project
 - Attend job meetings with customers and general contractors
 - Produce and watch production and estimate reports
 - Schedule projects
 - Assign best men for job
 - Additional skills
 - Knowledge of and experience with HVAC systems
 - Excel, Word, Outlook
 - Motivational
 - Goal driven
 - Good communications skills with techs and customers

- **Project coordinator** – Assistant for our installation department
 - Duties include
 - Coordination and communication between techs, customers, subcontractors, suppliers, drivers
 - Follow up on request for quotes from vendors
 - Additional skills
 - Organizational skills is the key
 - Proficient in Word, Excel, Outlook
 - Our computer system is Timberline and familiarity with this would be excellent

- **Warehouse- Parts**
 - Duties include
 - Organizing, tracking, receiving and coordinating of parts and equipment
 - Tool inventory
 - Truck inventory
 - Minor office and warehouse repairs
 - Additional skills
 - Familiarity with HVAC parts and equipment