

**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