
COMFORT

I N S U L A T I O N

EST - 1989

Position title: Service Technician

Employee's name:

Under the supervision of: Construction Manager

Summary

Reporting to the Production Manager, and in coordination with the service department, the Service Technician operates as a self-contained truck to address service-related issues, including insulation install, site preparation and site repair. The Service Technician is also responsible for solving insulation issues after the crews have left, addressing insulation deficiencies on jobs and end-client issues. In all cases, the Service Technician must adhere to the organization's safe work practices as a safety-sensitive role and is required to meet the quality standards such that any work completed will pass inspections. The Service Technician may provide support as a driver or helper for spray foam, as required and directed. Additional responsibilities include making sure that the work site, truck, and equipment are kept clean, tidy, and in good working condition.

The duties, responsibilities, and scope of this position may, from time-to-time, be amended, altered, or changed by the organization to meet its business, community, and/or regulatory needs.

Main responsibilities

→ Service Insulation (85%)

- Working cohesively with the production insulation team, others across the organization, and customers to achieve the organizational and job requirements.
- Reporting fit-to-work safely and to be responsible for the safety of self, following the safety requirements on the job site, and remain fit-to-work safely for the time performing any work-related duties.
- Driving the Comfort Insulation truck to the job site and competently and safely operating the insulation equipment.
- Undertaking the insulation installation and repair work, completing work to the quality and safety standards and expectations of Comfort Insulation, making sure that the work is completed on time, safely, and in a manner that will meet any site quality inspections.
 - Assemble, erect and dismantle scaffolding, rigging and hoisting equipment.
 - Measure and cut insulating materials to required shape and dimensions using hand and power tools.

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- Install vapour barriers and fire-retardant materials.
- Install insulation around obstructions and between joists and studs.
- Apply and secure insulation using blowing, pasting, strapping, taping and other application and installation methods.
- Undertaking any corrections as noted by the Manager in a timely, safe, and on-task manner.
- Taking care with the job site to make sure materials are not wasted and that there is minimal disruption to the work of others as possible.
- **General Job Site, Equipment, Vehicle Cleanliness (10%)**
 - Maintaining the vehicle and equipment, making sure that the equipment is clean and in good working condition at the end of each job and prior to the start of the next.
 - Making sure that the work site is kept clean, tidy, and in a safe working condition for self and others.
- **Job Site Spray Foam Insulation Assistance (5%)**
 - Working cohesively with the spray foam team, others across the organization, and customers to achieve the organizational and job requirements.
 - Reporting fit-to-work safely and to be responsible for the safety of self, following the safety requirements on the job site, and remain fit-to-work safely for the time performing any work-related duties.
 - Assisting and supporting the Spray Foam Technician at customer job sites where spray foam is being applied
 - Measuring the job site.
 - Making sure the materials to complete the job are on site and available.
 - Competently and safely operating spray foam equipment as needed.
 - Making sure that the work is completed in a manner that will meet the site quality inspections.
 - Following any job task direction or correction, as needed, from the Spray Foam Technician, including undertaking any corrections as noted by the Tech or the Manager in a timely, safe, and on-task manner.
 - Taking care with the job site to make sure materials are not wasted and that there is minimal disruption to the work of others as possible.
 - When required, the Spray Foam Helper may be directed to competently and safely drive the spray foam vehicle.

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Skills and requirements

- High school diploma or GED certificate.
- Experience in installing and repairing insulation, including being proficient with hand tools, power tools, and insulation equipment.
- Approachable, respectful, and able to work collaboratively with teammates and colleagues, being accountable for own actions.
- Ability to manage multiple priorities, while maintaining attention to detail, staying organized, and being able to apply good judgement in solving problems in a manner that preserves the safety and quality standards of the organization.
- Good verbal communication skills that allow for clear and respectful communication.
- Comfortable working in confined spaces and at varying heights.
- Ontario's Class 5 driver's license and a clear driver's abstract.
- A criminal record check that is no more than 90 days old done by an approved police agency will be a condition of employment.
- Required training for all staff prior to starting with Comfort Insulation:
 - WHMIS
 - Workplace Violence and Harassment
 - Workplace Working with Disabilities
 - Ministry of Labour – Health and Safety Awareness in 4 Steps
 - Ministry of Labour – Health and Safety Awareness in 5 Steps
- The following is job-specific training required by this position:
 - Scaffold Users Hazard Awareness
 - Working at Heights

- Experience in spray foam insulation and/or building construction.

Physical condition and capabilities

- Moderate physical requirements of sitting while driving to and from customer job sites, standing, walking, bending, reaching, and operating equipment while on customer job sites.
- Ability to carry hoses and compressors and operate in confined spaces.
- Climbing on a ladder to access the attic or ceiling, requiring comfort and the ability to work in confined spaces and at varying heights.
- This position is a safety sensitive position.

