



Role Description: Commercial Service Technician

About the Company

Scott Systems serves hardworking Arkansans across Central and South Arkansas by keeping commercial and industrial heating and air systems running where it matters most: places like schools, churches, offices, and manufacturing plants. We make sure the folks who show up every day to serve their communities can work in safe, comfortable buildings. We operate on four core values: integrity, calm under pressure, investment in the success of others, and a drive to grow and improve. Taking care of our team is how we build a company that lasts.

Core Purpose

The purpose of the Commercial Service Technician role is to deliver high-quality installation, maintenance, and repair services that ensure customer systems operate safely, efficiently, and reliably. The technician plays a critical role in maintaining customer satisfaction, protecting service contracts, and supporting long-term client relationships through professional service delivery.

Key Responsibilities

- Service, and maintain Commercial HVAC systems (heating, ventilation, air conditioning)
- Diagnose mechanical, electrical, and control system issues
- Perform preventative maintenance to ensure system efficiency and reliability
- Repair or replace defective components such as compressors, motors, fans, valves, and controls
- Respond to breakdowns and service calls in line with service contracts and safety standards
- Test system performance, airflow, temperature, and refrigerant levels
- Ensure compliance with health, safety, and environmental regulations
- Complete service reports, compliance documentation, and maintenance records
- Communicate clearly with customers regarding faults, repairs, and recommendations
- Identify opportunities for system upgrades, energy efficiency improvements, and additional services

Key Skills & Competencies Required

Technical Skills

- Strong understanding of Commercial HVAC systems and components
- Ability to read technical drawings, wiring diagrams, and schematics
- Knowledge of refrigeration cycles, electrical systems, and controls
- Experience using diagnostic tools and test equipment

Practical & Problem-Solving Skills

- Fault-finding and troubleshooting ability
- Strong mechanical and electrical aptitude
- Attention to detail and quality workmanship
- Ability to work independently and manage time effectively

Safety & Compliance

- Strong awareness of health and safety procedures
- Knowledge of refrigerant handling and environmental regulations
- Ability to follow site-specific safety and permit requirements

Communication & Customer Skills

- Professional, clear communication with customers and coworkers
- Customer-focused approach to service delivery
- Ability to explain technical issues in simple terms

Personal Attributes

- Reliable and punctual
- Flexible and able to respond to emergency call-outs
- Team-oriented with a positive attitude
- Willingness to learn and keep skills up to date

Success Looks Like

- Customers are satisfied, informed, and confident in the work completed
- All service reports, compliance records, and documentation are completed accurately and on time
- Health, safety, and environmental procedures are followed at all times
- Minimal repeat call-backs due to workmanship or missed issues
- Opportunities for upgrades, improvements, or efficiency gains are identified and communicated

