

Residential Service Plumber

About Our Company:

At Drain Doctors Plumbing, we're more than a service company. We're a team of problem-solvers who take pride in restoring comfort and peace of mind to homes across the Central Coast. Locally owned & built on trust, we've grown by delivering top-tier service with a personal touch. Our customers know us for our professionalism. Our team knows us for our support.

Here's what makes Drain Doctors different:

- **Be part of something bigger:** We're on a mission to become the #1 customer-rated plumbing company on the Central Coast. Your expertise will play a key role in exceeding expectations and building lasting relationships with our clients.
- **Growth and opportunity:** We invest in our people. You'll have the chance to develop your skills and build a career while earning competitive wages and rewards.
- **Team first atmosphere:** No drama, no ego. We're a small, tight-knit crew that has each other's backs.

Essential Duties & Responsibilities:

- Complete plumbing, drain cleaning and other related in-home service calls.
- Serving the clients of the company by expertly servicing customers' entire plumbing system.
- Wear floor savers while in the clients home and maintaining a neat work area when performing a repair or scheduled service.
- Always explain to the client what service you are performing. Explain and show the customer how the company provides superior service.
- Understand your sales criteria and hold yourself accountable for exceeding revenue goals.
- Establish rapport with the customer to sell the right products and services.
- Educate and assist customers in choosing the best solution or maintenance plan.
- Re-check all plumbing repairs and installations after you've repaired or replaced it, before leaving the client's home to ensure everything is working properly and that we did indeed fix it right the first time.
- Present yourself as professional and knowledgeable to win new referrals and repeat business.
- Maintain your truck so that it is neat and clean on the inside and outside at all times. The truck is one of the best billboards that the company has. Park the truck for maximum impact of the "billboard" when possible.
- Work alongside customer service and dispatch to ensure overall success of the business.

- Be accurate & timely with invoices, time cards, curbside feedback and estimates.
- Honor the company Code of Ethics - zero tolerance.
- Maintain a clean and organized job site and truck.
- Always be safety conscious both on the job and while driving.
- Participate actively in all training exercises and morning meetings.
- Train and mentor apprentices to ensure quick & accurate repairs and installations.
- Follow and encourage the company Core Values.
- All other duties as assigned.

Minimum Qualifications:

- High School Diploma/GED required
- 3+ years technical trade experience
- In depth knowledge of maintenance and repair of plumbing systems
- Understanding of the current regulations within the field and/or the ability to seek out the necessary knowledge.
- Excellent interpersonal skills on a technical level.
- Able to work both independently and as part of a team.
- General knowledge of power tools and techniques for care and safe use.
- Plumbing Troubleshooting and repair.
- Provide an acceptable driver's abstract and maintain a valid driver's license.
- Must pass background and random drug testing.
- Strong customer service skills.

Compensation is based on individual performance

Job Type: Full-Time

Benefits:

- Health Insurance
- Paid Vacation, Company Holidays and Sick Time
- Company Provided Uniforms
- Technology Focused
- Professional Development Opportunities

Supplemental Pay Types:

- Bonus Opportunities
- Commission Pay

Schedule:

- M-F 8 hour shift
- Possible on call and overtime.

License/Certification:

- Drivers License and clean driving record required.