

Drain Technician

Hope Plumbing - Indianapolis, IN 46205

The Role

We're looking for exceptional technicians to deliver the most efficient, highest quality customer experiences in residential drain cleaning.

As a drain technician, you will work as part of a dynamic and passionate team to demonstrate technical competency and ensure desired sales metrics. You will diagnose and repair drain issues and lead customers to informed and confident buying decisions.

The position will be based in our office, with opportunities to travel to the market you are working in.

Responsibilities

- Complete all drain cleaning, jetting and cable work related to in-home, service calls.
- Provide camera service for every mainline stoppage within 24 hours of the report.
- Know how to establish customer rapport to sell the right products and services.
- Educate and assist customers on the importance of sewer repair and replacement.
- Help customers select the right maintenance plan and understand warranty information.
- Explain reasons for blockage and illustrate how you will resolve the issue.
- Understand your sales criteria and hold yourself accountable for exceeding revenue goals.
- Show yourself as professional and knowledgeable to win new referrals and repeat business.
- Work along side customer service and dispatch to ensure overall success of the business.
- Protect drain cleaning and camera equipment and keep a well inventoried truck.
- Participate actively in all training exercises, morning meetings, trade shows and retreats.
- Train and mentor apprentices to ensure quick, accurate repairs.
- Be accurate and timely with invoices, time cards, curbside feedback and option sheets.

Requirements

- Licensed with knowledge of local plumbing codes and ability to make on-the-job applications.
- Clean, safe driving record.
- Personable and professional with a knack for diffusing messy situations.
- Highly organized with exceptional follow-through abilities.
- Strong verbal and written communications.
- Passionate about Hope Plumbing and loves the brand.
- High integrity with advanced social skills and ability to make solid connections.
- Strong desires to be a better technician tomorrow than you are today.
- Engaging personality that blends well with a fast-paced, goal-driven environment.
- Competitive individual contributor who also loves to win as a team.
- Highly motivated, self-starter who's flexible and has a great attitude on life.

Job Type: Full-time

Required education:

- High school or equivalent