

HVAC Service Technician

About the Role

We're excited to add a **HVAC Service Technician** to the herd! Reporting to our New England GM, the Service Tech will oversee our portfolio of installed heat pump projects after they've been commissioned and operating for 30 days. You'll take ownership of routine and preventative maintenance, field issues, and homeowner satisfaction — doing what it takes to keep systems running smoothly and customers delighted.

This role is hands-on: part technician, part process guru. You'll not only lead field maintenance work, but also continuously refine and improve our sales and operational processes, ensuring our systems run smoothly and efficiently, and helping us deliver scalable, best-in-class customer experiences..

Working with our Massachusetts team, you will help diagnose performance issues and work with our installers and operations teams to fix them. Sometimes that will mean doing the diagnosis yourself and dispatching a crew; other times you may be needed to help with the repair. Over time, you will help build a sustainable service department, spending less and less time in the field.

Big Things:

- **Manage** the service portfolio for all installed residential heat pump systems in Eastern MA.
- **Oversee** preventative maintenance, repairs, and homeowner callbacks, ensuring high system uptime and customer satisfaction.
- **Deliver** process and operational improvements — from standardized parts lists to install efficiency upgrades.
- **Lead** development of maintenance protocols, technician standards, and service reporting systems.
- **Support** occasional installation projects and technical training as needed.
- **Actively perpetuate** an inclusive, collaborative, and safety-first field culture.

Little Things:

- Keep detailed service records, documentation, and photos in our internal systems.
- Manage service parts inventory and tools.

- Communicate effectively with homeowners and internal teams.
 - Contribute to a positive, team-oriented environment.
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What You Won't Be Doing

- Working frequent nights or weekends — this is primarily a Monday–Friday role.
 - Performing commercial HVAC work — we're focused on residential systems only.
 - Managing large-scale construction or new installation projects.
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Timeline for Role Expectations

Within three months, you will:

- Be deeply familiarized with our service portfolio and installed systems in the region.
- Take full ownership of post-installation service operations.
- Establish a consistent preventative maintenance and callback process.

Within six months, you will:

- Implement at least one process improvement that increases field efficiency or customer satisfaction.
- Begin shaping the foundation for a scalable Sustaining Operations function.

At one year, you will be recognized as the operational backbone of our service program — maintaining exceptional homeowner satisfaction and system performance while helping define what “best-in-class” looks like for the herd.

You're a Great Fit for This Role If You Have:

- 7+ years of residential HVAC experience.
 - Expertise in ducted and ductless heat pump systems across multiple manufacturers.
 - Valid EPA Universal Certification (required).
 - MA Sheet Metal License (preferred).
 - Valid driver's license with a clean driving record.
 - Ability to lift up to 50 pounds and perform physical work in the field.
 - Strong diagnostic, repair, and customer communication skills.
 - A drive to make processes better, not just maintain the status quo.
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Indicators This May Not Be the Right Role for You:

- You prefer reactive work and aren't motivated by improving systems or processes.
 - You're not comfortable taking initiative or working autonomously in the field.
 - You don't feel personally aligned with our mission to electrify homes and decarbonize the built environment.
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Total Compensation

We offer competitive cash compensation, meaningful equity, and strong benefits that reflect our values:

- \$105,000–110,000 base salary (commensurate with experience)
 - Stock options aligned with internal equity bands
 - 75% employer-paid health, dental, and vision
 - 401(k) with 6% company match
 - Unlimited PTO and 10+ company holidays
 - Home electrification incentives
 - Company truck (or compensation for personal vehicle use)
 - Remote-first work culture; in-field work required within Eastern MA
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Join the Herd!

We're shaping the future of Elephant Energy by fostering a team that reflects and supports the communities we serve.

We especially encourage members of traditionally underrepresented communities to apply, including women, people of color, LGBTQ+ people, and people with disabilities.

If you require a reasonable accommodation to enable your success during the application or interview process, please let us know.

Installers				
IC1 (S1)	IC2 (S2)	IC3 (S3)	IC4 (Team Lead / S4)	M1
\$60,175	\$72,210	\$86,652	\$103,982	\$124,779
\$29	\$35	\$42	\$50	\$60
\$57,166	\$68,600	\$82,319	\$98,783	\$118,540
\$72,210	\$86,652	\$103,982	\$124,779	\$149,735

<https://www.careeronestop.org/Toolkit/Wages/find-salary.aspx?keyword=Heating,%20Air%20Conditioning,%20and%20Refrigeration%20Mechanics%20and%20Installers&soccode=499021&location=Boston,%20MA>

Search by Occupation
Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Location
Boston, MA

Search 

Wages for Heating, Air Conditioning, and Refrigeration Mechanics and Installers in BOSTON, MA

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Location	Pay Period	2024		
		Low	Median	High
United States	Hourly	\$18.81	\$28.75	\$43.76
	Yearly	\$39,130	\$59,810	\$91,020
Massachusetts	Hourly	\$23.82	\$37.02	\$52.51
	Yearly	\$49,540	\$76,990	\$109,220
Boston-Cambridge-Newton, MA-NH Metro Area	Hourly	\$24.09	\$37.31	\$58.34
	Yearly	\$50,110	\$77,600	\$121,350