

## POSITION SUMMARY

Seeking a skilled and motivated Divisional Field Trainer to lead the charge in training service technicians, installers, and sales estimators across multiple trades. This individual will work closely with divisional leaders and the VP of Business Development to facilitate in-person and virtual training programs designed to elevate technician performance, consistency, and customer satisfaction.

This person will be a key player in shaping how the field teams present, sell, and communicate—from the truck to the kitchen table. If you have strong communication skills, a passion for technician development, and a results-driven mindset, this role is for you.

## RESPONSIBILITIES

- **Lead Training Sessions Across Divisions:**

Conduct hands-on, classroom, and virtual training for HVAC, Plumbing, Electrical, and related field staff. Focus areas include communication, problem diagnosis, objection handling, and upselling.

- **Deliver Consistent Coaching:**

Provide one-on-one and small-group coaching to improve technician close rates, average ticket sizes, and cross-division referrals.

- **Implement and Reinforce Curriculum:**

Roll out structured training modules and reinforce techniques using printouts, cheat sheets, and ride-along feedback.

- **Collaborate with Division Leaders:**

Coordinate with Service Managers and Department Heads to tailor training based on team needs and performance gaps.

- **Track Progress and KPIs:**

Monitor technician performance through metrics, like revenue per call, membership conversion, and sales recommendations. Adjust training plans as needed.

- **Support New Hire Onboarding:**

Ensure new technicians and installers are properly onboarded, trained, and ready to meet customer expectations within their first 30-60 days.

### **REQUIREMENTS**

- 5+ years of field experience in residential services, HVAC, Plumbing, or similar trade (lead tech, trainer or supervisor preferred)
- Proven communication and sales skills
- Comfortable facilitating group training and ride-along evaluations
- Strong knowledge of common repairs, upsell opportunities, and customer pain points
- Familiarity with KPI's: close rate, average ticket, add-ons, financing and cross-sells
- Organized, dependable and passionate about coaching field professionals
- Technically capable with PowerPoint, Excel and online training platforms

### **BENEFITS AND SALARY**

BCBS health insurance, dental, vision, 401(k), short-term and long-term disability, PTO, tuition reimbursement etc.

Salary range \$70-80K, plus incentive bonus and commission.