Kens Home Services
Service Plumber Job Description

Position Summary
Kens Home Services is seeking a skilled, customer-focused **Service Plumber** to join our growing team. As a Service Plumber, you will diagnose, repair, maintain, and replace residential plumbing systems while providing an exceptional customer experience. You will educate homeowners, present repair and replacement options, and deliver quality workmanship that builds trust and creates customers for life. The ideal candidate enjoys helping people, takes pride in quality work, and lives our Core Values every day.

Key Responsibilities
• Diagnose, troubleshoot, and repair residential plumbing systems and fixtures.
• Perform service, maintenance, repairs, and replacements on plumbing equipment.
• Conduct plumbing inspections and identify opportunities to improve safety and efficiency.
• Present repair and replacement options using a consultative approach.
• Explain plumbing issues, solutions, pricing, and financing options clearly.
• Perform preventative maintenance and respond to emergency service calls.
• Educate homeowners on plumbing maintenance and best practices.
• Complete work orders, estimates, invoices, and inspection reports accurately.
• Maintain a clean, organized service vehicle and equipment.
• Follow plumbing codes, safety regulations, and company procedures.
• Collaborate with dispatch and teammates to deliver exceptional service.
• Participate in an on-call rotation.

Qualifications & Requirements
• Minimum 2 years of residential service plumbing experience.
• Strong diagnostic and troubleshooting skills.
• Excellent communication and customer service skills.
• Comfortable presenting repair options to homeowners.
• Knowledge of plumbing codes and safety regulations.
• Ability to lift 50+ lbs. and perform physical work.
• Valid driver's license and acceptable driving record.
• On-call availability.

Core Values
Do the Right Thing – Act with honesty and integrity.
Serve Others First – Put customers, teammates, and community first.
Own It – Take responsibility for actions and results.
Pursue Excellence – Continuously improve skills and performance.
Communicate Clearly – Be honest, respectful, and timely.
Be Reliable – Do what you say you will do.
Win as a Team – Support one another, celebrate success, and hold each other accountable.

Our Commitment
Technical skills are important—but character is equally important. We hire professionals who live our Core Values and deliver exceptional workmanship and service.