



Company Name: Tri-County Water Services Inc.

Job Title: Service Technician

Office Location: Parkesburg PA

Why Work at Tri-County Water Services?

- No experience required, bring a great attitude and we'll teach you everything you need to know.
- Make a real impact by helping clean the world's water and protect the environment.
- Thrive in a positive, values-driven culture where every team member is appreciated.
- Competitive pay: \$20–\$32/hour, plus overtime.
- 100% employer-paid health, dental, and short-term disability insurance.
- Paid holidays, PTO, 401k match, annual tool and boot allowances.
- Hands-on and classroom training for continuous growth.
- Take-home service van and predictable schedule.

Still interested? Read more below and consider applying!

About Tri-County Water:

At **Tri-County Water**, we exist for one purpose: **cleaning the world's water**. Our mission is simple yet powerful: **Providing water and wastewater treatment solutions that impact the environment in a healthy and responsible manner.**

We believe every drop matters and so does every person on our team. Our work is more than a job. It's a calling to make a positive difference in the world by ensuring clean, safe water for homeowners and businesses.

About the Role



As a Service Technician at **Tri-County Water Services**, you'll play a vital role in maintaining and servicing advanced wastewater treatment systems. Your day-to-day responsibilities will include performing maintenance on treatment systems, diagnosing and repairing small-flow treatment facilities, repairing and replacing pumps, floats, and control panels, jetting and cleaning drain lines, and inspecting underground building sewers using camera inspection equipment. You'll also excavate and repair tanks, tank risers, conduit, and broken underground pipes, as well as handle basic wiring tasks. In addition, you'll perform site sampling, complete and submit inspection and maintenance reports, and ensure all work meets our high standards of quality and safety. This position is hands-on, dynamic, and essential to ensuring our customers receive reliable, high-quality service.

Our Culture & Core Values

At Tri-County Water, culture comes first. We hire, coach, and develop individuals who naturally share our core values. Skills can be taught, but character and values are what make our team exceptional. Every day, we strive to live out these principles:

Grateful

Definition: The quality of being thankful. A readiness to be appreciative and to return kindness to others.

Example: You finish a big project with help from a coworker. Instead of moving on quickly, you take time to thank them personally and acknowledge their contribution during a team meeting.

Why it matters: Gratitude builds trust and strengthens relationships. When we appreciate each other, we create a positive environment where everyone feels valued.

Humble

Definition: The quality of putting others first. Caring about yourself so you can serve others with a humble attitude.

Example: You notice a mistake in your work that affects the team's schedule. You own up to it immediately and work with others to fix it, rather than blaming circumstances or someone else.

Why it matters: Humility fosters collaboration. When we put others first and admit when we're wrong, we create a culture of respect and accountability.

Excellent

Definition: The quality of being outstanding. An unrelenting commitment to never settling for mediocrity.

Example: A customer calls with a question about their septic system. Instead of giving a quick



answer, you take time to listen, identify potential improvements, and provide proactive recommendations that will save them money and improve performance.

Why it matters: Excellence means anticipating needs, not just reacting. When we go the extra mile, we build trust and deliver value that sets Tri-County Water apart from competitors.

Teachable

Definition: The quality of wanting to learn. A willingness to be taught and moldable in all situations.

Example: A new process is introduced that you're unfamiliar with. Rather than resisting change, you ask questions, seek feedback, and learn from those who have experience.

Why it matters: Being teachable keeps us adaptable. When we're open to learning, we grow as individuals and as a team, ready to tackle new challenges.

Determined

Definition: The quality of perseverance. An unfailing commitment to finding solutions to everyday problems.

Example: A customer's effluent pump fails unexpectedly late in the day. Instead of giving up or passing the problem along, you stay focused, work with the team, and find a solution even if it takes more time than you wanted.

Why it matters: Determination ensures reliability. When we persevere through obstacles, we show customers and teammates that they can count on us.

Core Processes

1. Service Van Stocking & Equipment Maintenance

Objective: Be prepared and professional for every job.

- **Grateful:** Appreciate the tools provided and treat them with care.
 - **Humble:** Organize your van so you can serve customers efficiently, putting their needs first.
 - **Excellent:** Follow the inventory checklist and maintain a clean, well-stocked van. Never settle for "good enough."
 - **Teachable:** Learn and apply best practices for tool maintenance and van organization.
 - **Determined:** Ensure your van is ready every day, even when it requires extra effort.
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2. Dispatch & Team Communication

Objective: Work as a team and stay accountable.

- **Grateful:** Value the support of your team and the technology that helps us serve customers.
 - **Humble:** Communicate schedule changes promptly to respect others' time.
 - **Excellent:** Use Housecall Pro accurately and consistently for dispatch and updates.
 - **Teachable:** Be open to feedback on improving communication and routing.
 - **Determined:** Keep everyone informed, even when the day gets hectic.
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3. Customer Interaction & Service Delivery

Objective: Deliver exceptional service with transparency.

- **Grateful:** Thank customers for choosing us to show appreciation in every interaction.
 - **Humble:** Listen to the customer's concerns before offering solutions.
 - **Excellent:** Arrive on time, diagnose thoroughly, and complete work to the highest standard.
 - **Teachable:** Learn from each customer interaction to improve your approach.
 - **Determined:** Confidently discuss pricing and find solutions, even for challenging problems.
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4. Weekly Level 10 Meetings

Objective: Drive continuous improvement.

- **Grateful:** Appreciate the opportunity to collaborate and grow as a team.
 - **Humble:** Share ideas and listen to others. Place team success above personal pride.
 - **Excellent:** Come prepared with insights and solutions. Strive for meaningful contributions.
 - **Teachable:** Be open to learning from feedback and new strategies.
 - **Determined:** Commit to solving issues and implementing improvements.
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5. On-Call Coverage 1 Week Per Month

Objective: Be reliable and responsive.

- **Grateful:** Recognize the trust customers place in us during emergencies.
 - **Humble:** Serve with patience and empathy, even during inconvenient times.
 - **Excellent:** Respond promptly and resolve issues effectively.
 - **Teachable:** Adapt to unique situations and learn from each experience.
 - **Determined:** Stay committed to providing solutions no matter what the challenge.
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Skill Requirements

We're looking for a Service Technician who embodies our core values and demonstrates the following skills:

- **Strong Problem-Solving Skills & Attention to Detail**
Diagnose issues accurately, maintain organized inventory, and deliver high-quality service.
- **Excellent Communication & Interpersonal Skills**
Communicate clearly with customers and team members, provide updates, and confidently discuss solutions and pricing.
- **Ability to Work Independently and as Part of a Team**
Manage your schedule effectively while collaborating with others during dispatch and weekly meetings.
- **Physical Ability to Perform Job Duties**
Lift and move equipment, stand for extended periods, and handle on-site tasks safely.
- **Valid Driver's License**
Required for traveling to customer locations and providing on-call coverage.
- **Customer-Focused Mindset**
Show gratitude and humility in every interaction, ensuring customers feel valued and respected.
- **Commitment to Continuous Learning**
Be teachable and open to feedback, adapting to new tools, processes, and technologies.
- **Reliability & Determination**
Respond promptly to on-call emergencies and persevere through challenging situations to find solutions.



Pay and Benefits

- Hands-on training
- Classroom training
- Annual tool allowance
- Uniforms
- Annual boot allowance
- Pay: \$20.00 to \$32.00 per hour (based on experience)
- Hours Per Week: 40-50hrs (overtime paid over 40hrs)
- 401k (match up to 3%)
- PTO (Paid Time Off)
- Holiday pay (7 days paid per year)
- Cell phone
- Van take home
- Health Insurance (100% paid by employer)
- Dental Insurance (100% paid by employer)
- Short Term Disability Insurance (100% paid by employer)
- Optional: Identity theft and legal services protection (discounted price paid by employee)

Our Hiring Process

- **Step 1: Apply Online**
Click this link ([Apply on our website](#)) to visit the employment page on our website. Apply with or without a resume. Please note that a resume is helpful to move through the process faster.
- **Step 2: Initial Review**
We'll review your application for alignment with our core values and skill requirements.
- **Step 3: Friendly Hello Call**
A quick call to introduce ourselves and schedule your phone interview with the owner.
- **Step 4: Phone Interview with Owner**
Discuss your experience and how you connect with our core values.



- **Step 5: Phone Interview with Service Manager**

Talk about your technical skills and background.

- **Step 6: In-Person Interview**

Meet with the Service Manager to dive deeper into the role.

- **Step 7: Online Evaluation**

At this stage, the interviewer may recommend one or more online assessments to help us better understand your skills and working style. These could include:

- Aptitude or personality assessments to provide insight into your strengths and communication preferences.
- Technology skills checks to confirm comfort with commonly used tools.
- Other role-relevant evaluations as needed to ensure a strong fit for the position.

- **Step 8: Final Interview**

Meet with both the Owner and Service Manager for a final conversation.

- **Step 9: Offer Letter**

If everything goes well, you'll receive a formal offer with compensation and benefits.