



SERVICE DEPARTMENT MANAGER

SUMMARY:

Leads a team of service technicians who work with heating, ventilation, air conditioning systems, plumbing systems and equipment. Responsible for meeting goals and maintaining customer satisfaction for the department. Plans, organizes, and directs all department activities at the administrative level; responsible for achievement of overall corporate objectives at the department level; oversees the management of service maintenance contracts of the department in order to grow at an acceptable rate; responsible for budget and profit/loss of organizational department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervises service technician staff who install, repair, and maintain HVAC & plumbing in commercial and industrial environments
- Oversees the scheduling of appointments and dispatching service technicians
- Interviews and hires new service technicians and trains staff to inspect and test different HVAC systems
- Assures employees acquire necessary certifications
- Organizes, measures, and staffs key administrative and field positions to support overall department goals and objectives
- Schedules, assigns, and directs the work of department administrative staff; responsible for all personnel transactions such as hiring, defining functions and responsibilities, training and development, performance reviews, etc.
- Determines scope of department work activities or projects, job objectives, schedules, budget considerations, and personnel assignments; reviews and monitors department status and progress
- Meets all safety and compliance requirements
- Monitors overall quantity and quality of work performed by staff; implements department standards and procedures
- Maintains an effective business development program, securing new work on a routine basis
- May act as senior professional having technical aptitude with knowledge of local codes and an ability to use resources at hand to find solutions.
- Maintains positive financial posture for the department and monitors cost analysis activities on a routine basis; develops budgets and sets department goals
- Works with other department managers to set company goals
- Works with the Executive Director of Green Bay Accounts to set up and implement strategy for the department
- Acts as a liaison and provides technical support to other departments and regional offices, as required

- Has the ability to resolve conflict to keep the overall operations on task
- Affiliations with the MCAA on a local and national level; involvement with local unions

QUALIFICATIONS:

- Minimum of 10 years HVAC Management related experience; or an equivalent combination of education and experience
- Exhibit an in-depth knowledge and understanding of HVAC and refrigeration systems
- Has the ability to read, interpret, utilize and train on manuals, schematics and control circuits related to HVAC and refrigeration systems
- Ability to understand financial management (profits and losses) – how a business makes money and how to set prices
- Excellent leadership skills to enhance team productivity and standards of work produced
- Ability to communicate and motivate
- Maintains external and internal customer relationships
- Experience initiating department changes and leading a team who implements those changes
- Must have strong proficiency in MS Office, particularly Excel
- Must have good written and oral communication skills

Pre-Employment Screening required after employment offer:

- Criminal Background, Motor Vehicle Records and Substance Abuse

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