

## HVAC Service Manager

Minimum five years of experience with both residential and commercial HVAC systems. Must be very detail-oriented technician to diagnose, repair, install and maintain HVAC Systems. The HVAC Service Manager must be able to operate independently while supervising multiple HVAC technicians. Working directly with the customer to select the best outcome for repairs or installation as required. The Service Manager will be responsible for HVAC systems from installation to maintenance and emergency service for the life of the unit.

### Principal responsibilities and duties

- Schedule, direct and provide technical support for HVAC Technicians to meet service demands and customer expectations
- Recruit, interview, hire and train HVAC Technicians as required to meet workload demands and company or customer expectations and requirements
- Supervise and direct HVAC Technicians to effectively perform the functions of equipment repair, installation, start up, operation and other duties as required to ensure customer satisfaction
- Review HVAC Technicians work to ensure quality meets established standards, techniques and safety requirements; makes recommendations as requirements to improve quality and productivity
- Responsible for HVAC Technicians performance appraisals reviews and for setting improvement goals per company requirements
- Establish and maintain a regular training program to ensure that HVAC Technicians are trained on latest service techniques and safety procedures for equipment and general working conditions
- Conduct group and one-on-one meetings with HVAC Technicians as required for training, evaluation and general communication; participate and / or conduct regularly scheduled departmental safety / informational meetings
- Communicate regularly with dispatch to ensure that personnel are being scheduled properly by skill level, efficiency and training requirements
- Communicate daily with dispatch reporting on project information, estimated time to complete jobs, labor hours and parts or material used
- Maintain communication with vendors and factory personnel concerning warranty issues, product recall notices, operational problems with products, premature failures and other issues as they apply to products and equipment sold and services by the HVAC service department
- Develop and monitor budgets, goals and objectives to insure departmental profitability
- Review work orders, invoices and time reports for accuracy and to ensure timely cash flow and maintain minimal account receivables
- Specify and make sure that required parts are ordered in timely fashion to ensure work deadlines are met
- Oversee assigned HVAC service vehicles, monitor vehicles to ensure they are being maintained and operated as required and used according to company policy

- Monitor HVAC service vehicles to ensure they are in an acceptable condition to allow HVAC Technicians to efficiently work out of the vehicle, and that an adequate inventory of parts and material are maintained
- Keep current with latest factory OEM training and current products, coordinate HVAC Technicians training and maintain training records to ensure personnel maintain proficiency in preventive maintenance, start up, trouble shooting and repair of supported equipment
- Generate sales leads; and promote and develop maintenance / service agreements; estimate and generate bids for contract projects / work
- Manage larger installation, start up and commissioning projects; coordinate and direct a team of HVAC Technicians and / or installing contractors; perform prestart up inspections and complete turn over of equipment to owner
- Work with other departmental managers to meet company and departmental goals and objectives
- Other tasks and responsibilities as required to maintain efficient department operations

#### Additional requirements

- Some post high school education from college, trade school or military
- Valid Nevada driver's license
- Advanced working knowledge of air conditioning, heating, refrigeration, air balancing, water treatment systems, gas line installation and boiler systems.
- Providing leadership and training to junior HVAC Technicians
- Ability to read construction documents and schematic plans
- Ability to read, interpret, utilize and train on manuals, schematics and control circuits related to HVAC and refrigeration systems
- Excellent sales and customer service skills
- Excellent verbal, written and interpersonal skills
- Ability to perform responsibilities in confined spaces
- Must have the ability to work emergency service after hours, weekends and holidays
- Meet all occupational health and safety act standards
- Strong conflict management skills
- Detail oriented and highly organized with ability to handle multiple tasks
- Good computer skills with knowledge in common office applications
- Possess a strong personal desire for growth and development
- Clean, neat and professional appearance