

JOB OPPORTUNITIES

Installation Technician - We have an immediate opening for a HVAC Installation Technician. We are a 30-year HVAC company that is aggressively growing, and we are looking for technicians with 5+ years of experience and that are EPA certified. This is a F/T position and must be available for overtime as needed. We offer FULL BENEFITS, including continuing education classes and incentive programs. Compensation based on experience and performance. Please send your resume with cover letter with "Installation Technician Position" in subject line. Valid Driver's license required.

Service Technician - We have an immediate opening for a HVAC Residential Service Technician. We are a 30-year HVAC company that is aggressively growing. We are looking for technicians with 8+ years of residential experience and that are EPA certified. This is a F/T position and must be available for overtime as needed. We offer FULL BENEFITS, including continuing education classes and incentive programs. Compensation based on experience/performance. Please send your resume with cover letter with "Service Technician Position" in subject line. Valid Driver's license required.

Service Manager - Candidate is responsible for ensuring all customer service is performed and provided promptly and efficiently as well as responsible for the retention and growth of our customer base.

Responsibilities:

- Manage and coordinate the service technicians to ensure that they are scheduled efficiently in order to provide high quality and timely service calls.
- Contribute to the profit and revenue of the service department to meet and exceed goals.
- Responsible for maintaining and expanding the Maintenance Agreement Contracts with existing and new customers.
- Manage and schedule the monthly preventative maintenance inspections to ensure completion.
- Process quotes and estimates to support sales by the service department.
- Responsible for inspecting and troubleshooting inoperative heating and

cooling systems in order to repair/replace defective equipment or components. Will also involve assisting service technicians with parts ordering, purchase orders, delivery of equipment and reviewing completion of job prior to customer being billed when necessary.

- Conduct regular meetings to include all service technicians and senior management when possible to review sales of department, procedures and performance issues.
- Proficient in Microsoft Office Suite – Word, Excel and Outlook, Dropbox, Flat Rate Acowin dispatching software and/or other experience with other dispatching software is a plus. Ability to use smartphones (Androids or iPhones) and iPads.

Qualifications:

- Minimum of 5 years of experience as a Service Manager
- Field Service Experience necessary

Compensation package includes but not limited to:

- Base salary plus commission
- Full Benefits package
- Smartphone, iPad, laptop
- Incentive Plan with possible Bonus Trips

***Company vehicle/fuel allowance

General Summary: Provide administrative support as needed throughout the office concentrating on the Service Department.

Core Functions:

- Assist President and Sales Representatives with sales proposals and follow ups.
- Monitor Home Depot, Trane, Company Website Lead system for new leads and maintaining existing to closure.
- Fleet Truck Management

Essential Managerial Responsibilities:

- Upon arrival in the morning- checks for incoming faxes, voicemail messages from service and emails
- Answers incoming phone calls and routes to correct person/department
- Manage incoming leads from Home Depot and assign them out to Sales Representatives

- Contact current and prospective customers to gather information pertaining to their needs and schedule service calls according to the territory
- Manage and coordinate the service technicians to ensure that they are scheduled efficiently in order to provide high quality and timely service calls
- Create commercial proposal/contracts for the Commercial Sales Representative
- Responsible for follow-up on commercial proposals and contacting existing commercial customers for new work
- File maintenance for clients and vendors
- Enter customer and maintain customer information in Acowin
- Works with department heads to develop work flow charts and procedures
- Records mileage and gas usage for each company vehicle
- Complete monthly inspections for any damage on vehicles
- Schedule service on trucks when needed
- Ensures drivers are maintaining vehicles as per company policy
- Reports to senior management on condition of trucks
- As needed overflow from sales department
- Demonstrate the ability to interact and cooperate with all company employees
- Lead by example in areas of personal character, commitment, organizational and work habits
- Adheres to all company policies, procedures and business ethics codes and ensure that they are communicated and implemented throughout the company
- Excellent verbal and written communications skills
- Must have strong leadership capabilities and be able to lead and motivate a team
- Ability to adapt to changing business and customer situations
- Follow instructions, responds to management direction, as well as, look for new ways to improve and promote quality, productivity and efficiency
- Proficiency in Microsoft Office, MS Outlook, Dropbox and the ability to learn new software as needed
- Use time effectively to complete tasks on time and/or notifies the appropriate person or persons of any issues
- Performs other related duties as required
- Reports to President and Office Manager