

Job Announcement - HVAC Service Manager

Since 1980, DynaTen (a Comfort Systems USA Company) has been successfully providing Commercial Service and Construction Solutions to the greater North Texas market. We partner with our customers and understand that technical expertise and flawless execution is what they expect and what DynaTen consistently delivers. That is why customers continue to rely on DynaTen to be their chosen provider for HVAC and Plumbing Service solutions. DynaTen continues to grow and so does our need for top level talent. We offer tremendous long-term career opportunities, excellent benefits, and a work environment designed to help you succeed and grow!

Job Opportunity

DynaTen is seeking a HVAC Service Manager to join our team! This is a critical position that will be highly visible in our operation. You will help execute our organizations strategic goals, manage key customer relationships and mentor direct reports in their day-to-day responsibilities. Additionally, this is a position that offers professional leadership development and long-term career growth in to service operations leadership and beyond.

The Service Manager is responsible the overall business results for their assigned team(s) and for the safety and supervision of service technicians who accomplish the repair, retrofit, or replacement of environment comfort systems. Additionally, this role is responsible for training and developing HVAC field technicians as well as the financial performance of the business.

Responsibilities

- Is a leader of our safety culture and models best safety practices for our team members.
- Ensures that Technician development is consistent and continuous across the team.
- Supports HVAC field technicians by providing guidance and leadership on an ongoing basis.
- Represents the company by serving as a direct customer contact.
- Identifies, analyzes, estimates, and proposes repairs and services to assist customers.
- Involved in determining manpower needs and the effective use of all department resources.
- Participates in hiring, training, directing, and mentoring of team members.
- Carries out supervisory responsibilities in accordance with the organization's policies and processes.
- Accountable for the profit and loss of the work team, and setting KPIs
- All facets of responsibility for service teams, (i.e. hiring, training, directing, mentoring), plans, assigns, and directs work of staff
- Addresses internal/external complaints and resolves problems
- Supervises jobs by reviewing technicians' work and maintaining records
- Provides oversight in scheduling, organizing, and dispatching HVAC field technicians
- Serves customers by answering questions, responding to special requests, and helping them make key buying decisions
- Monitor and control manpower, tools and vehicles to ensure efficient and effective use of all departmental resources
- Reviews service profitability report on a monthly basis to identify services performing below targeted gross margins and identify problems or areas for improvement to initiate appropriate steps for implementation
- Perform other related duties or special projects, as assigned

- Leadership Characteristics
- Strong ability to step back and look at the bigger picture, but also focus in on goal-specific issues.
- Honest and trustworthy with an impeccable record of integrity; models the behaviors that are desired throughout the Company.
- Ability to balance the need to deliver short term results while setting a foundation for long term sustainable growth
- Be a leader who is team-orientated and collaborative. It is essential to earn a high level of respect based on performance, team attitude and results.

Requirements

- 5-8 years' experience leading a mechanical / HVAC operation.
- 5 years' experience in a leadership role, leading up to 5 number of direct reports preferred
- In-depth knowledge of various HVAC products, systems, electronics, and building controls
- Bachelor's degree (preferred), or Associate degree or equivalent from two-year college or technical school with a certificate in Heating, Ventilation, and Air Conditioning
- Proven technical capabilities delivered with customer service in mind.
- Strong verbal and written communication skills.
- Commitment to integrity and quality.
- Positive attitude and self-motivated.
- Clean driving record
- Able to pass a pre-employment drug screen and background check.

APPLY HERE - <https://forms.office.com/r/4pMVNhLjs2>

EEO Statement – DynaTen is an equal opportunity employer that is committed to diversifying its workforce. DynaTen, Inc does not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, or veteran status. The statements contained in this document are intended to describe the general nature and level of work being performed by a colleague assigned to this description. They are not intended to constitute a comprehensive list of functions, duties, or local variances. Management retains the discretion to add or to change the duties of the position at any time.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.