



POSITION: Service Manager
COMPANY: ThermalNetics, Inc.
LOCATION: Auburn Hills, MI
SALARY: Commensurate with experience
EDUCATION: Associates Degree or equivalent

COMPANY INFORMATION:

ThermalNetics, Inc is a growth company that was founded in 1972. Our corporate purpose is to create comfortable and healthy indoor environments. In striving to provide the most economical owning experience for the end user, we provide equipment and services to ensure the air we breathe in our schools, hospitals, commercial buildings, etc. is something that will allow us all to live happier, healthier, and safer lives. We also do all we can to give people the chance to grow. Our employees enjoy working at a place that offers a small company environment with big company objectives. You'll be challenged to innovate, encouraged to apply your knowledge and well-rewarded for results.

JOB DESCRIPTION:

Under general direction, manages an HVAC truck-based service business, grows the labor and material business, and delivers customer satisfaction plans, including revenue, gross margin and service asset management. Deploys and maintains standardized tools, systems and support for the assigned Service Teams. Manages the resources to maximize customer satisfaction and improve productivity and profitability. Effectively recruits, develops and retains employees. Ensures overall operational excellence and service growth.

MAIN JOB TASKS AND RESPONSIBILITIES:

- Review, understand and develop service calls or estimates to enable the organization to be awarded jobs / projects
- Review write-ups, labor, material and subcontractor pricing
- Develop schedules, receive and dispatch service calls, maintain dispatch board, schedule work with the customers, follow up service calls by phone
- Review awarded contracts to identify if there are any differences between the contract and bid
- Negotiate with owners, general contractors, and participate in pre-award meeting and acceptance of contracts
- Supervise service technicians
- Actively manage the projects with the field technician, update the budget as required and manage the schedule
- Perform billing breakdowns, progress billing, extra work due to bulletins, field orders and change orders
- Receive and review time cards from service technicians
- Direct and manage the daily administrative and operations of the service department
- Evaluate quotes from vendors and suppliers for delivery times, costs and specifications
- Purchase and schedule delivery of equipment and materials, and changes as required
- Write subcontractor agreements and manage changes
- Participate in departmental meetings and continual improvement activities as appropriate
- Coordinate training sessions with vendors, and train new employees
- Review work orders, pre-invoice reports, service invoices, CSD-1 sheets and backflow test sheets



- Review and negotiate maintenance contracts for renewal or solicitation of new contracts
- Review accounts receivable and contact customers regarding payment as required
- Maintain and track all work orders until they are completed
- Generate P/M work orders, print and schedule
- Quote repair jobs
- Handle Parts that come in for service, order filters & belts for the P/M accounts
- Handle renewals of the maintenance contracts
- E-mail or fax customers their work order tickets if requested
- Track and send tools out for calibration, handle tool repairs and replacements
- Maintain files for job sites
- Conduct other activities as directed by top management

JOB REQUIREMENTS:

Knowledge: 5+ years' industry experience, proficiency in Microsoft Office applications (Office 365: Word, Excel, PowerPoint, Outlook). HVAC technical/industry knowledge a must, field service software knowledge a plus.

Skills: Strong verbal and written communication skills, excellent customer service, attention to detail, strong organizational skills, advanced computer literacy, professional manner.

Abilities: Interact effectively as a member of a team and work collaboratively with others in a fast-paced environment, manage multiple tasks and work under pressure, flexible and willing to assist as needed.

CONTACT:

Send resume and cover letters to: melissak@thermalnetics.com