North American Mechanical, Inc. (NAMI) is seeking to fill the position of HVAC Service Manager. In this position, you will supervise, lead and offer technical support to field technicians; Oversee and ensure quality workmanship, efficiency, customer service, training program and productivity for NAMI service department.

Additional Responsibilities include:

• Plan, organize and direct field technicians, using HVAC best practices for technical support and troubleshooting. Including the review of field work orders.
• Coordinate support from outside vendors, in-house resources, Comfort Systems USA, and other resources for continued education and training programs for HVAC technicians.
• Provide excellent communication, written and verbal for reporting/follow up with internal and external customers.
• Assure compliance to standard HVAC safety practices, policy and procedure. Support, lead and follow all safety programs and plans.
• Inspect, review and support HVAC technicians to ensure paperwork, workmanship, quality, and schedules are met to ensure excellent customer service.
• Prepares and/or conducts performance evaluation and goal setting/career path for field personnel.
• Available for phone – email support daily and if necessary, outside of “typical” working hours.
• Work in collaboration and support with all NAMI departments.
• Use / Learn existing NAMI operational software and a willingness to learn future software packages.
• Perform other duties assigned by Director of Service.

The right candidate must have:

A minimum of 10 years of management, leadership, education or equivalent experience. Must be highly organized, detail orientated, have excellent communication, written and interpersonal skills, and a thorough knowledge of HVAC service, processes and management techniques. Confidentiality a must.

A career at North American Mechanical – Comfort Systems USA means being part of a team and being proud of it! It means working safely and exceeding customer expectations. It means learning and growing your career, while striving for excellence, both personally and professionally. We offer an environment centered on care for our people and our customers and a full benefits slate including medical, dental, vision, life, 401 K, paid holidays & vacation as well as paid training and year-end bonus potential.

Equal Employment Opportunity/Affirmative Action Employer

Quality People. Building Solutions.®

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