



## Midwest Mechanical Solutions – Job Description

### Service Manager

Full-Time/Exempt

#### ***Midwest Mechanical Solutions mission statement:***

Creating lifelong relationships & projects we can be proud of through creatively applied HVAC solutions

#### ***Midwest Mechanical Solutions Core Values:***

- Driven/Self Motivated
- Can Do Attitude
- Team Player
- Customer Driven
- Do What's Right
- Accountable

#### **POSITION OVERVIEW:**

The Service Manager must have the ability to navigate tough service situations; determine next steps; find a solution quickly; and make sure the customer is satisfied in the end.

This is a roll-up-your-sleeves role that will include on-site technical and system experiences with some of our most exciting projects (laboratories, hospitals, etc). We strive for great service and support to our customers after the equipment is installed. This role is to support that service and support and leave the customer completely satisfied with the experience of buying from MMS.

#### **JOB RESPONSIBILITIES**

- Lead, manage and be accountable (LMA) for a team consisting of dispatch, service technicians and third party service partnerships.
- Manage day to day needs of technicians in the field. (ie; tools, trucks, PTO, 1:1 performance reviews.)
- Support MMS Key Accounts by troubleshooting issues as they are received by MMS.
- Utilize internal, external and manufacturer resources to develop a solution for system issues that arise.
- Confidently communicate to our customer what is discovered regarding equipment issues and share the solution MMS feels will bring an effective resolution.
- Drive issues to resolution and communicate clearly to the client.
- Conduct analysis to determine how service costs should be allocated. (MMS? Manufacturer? Client? Others?)



## **Job Qualifications:**

### ***Minimum Education and Experience***

- HVAC post-secondary education preferred.
- Minimum of 10 years' experience selling successfully to owners in this marketplace.

### ***Knowledge, Skills, and Abilities***

- High level of commitment to customer service.
- Established self-starter that has a high level of initiative and proactive approach to problems.
- Ability to manage and organize a team and effectively by assigning the right person to assess and solve issues by knowing and utilizing individual skills and strengths within the team.
- Proven ability to form long lasting and mutually beneficial relationships with customers.
- Deep technical knowledge of HVAC and the manufacturers that serve that market. (Including use of voltmeter)
- Demonstrated ability to multitask with effective organizational skills and attention to detail in a fast paced environment.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to service-related issues.
- Ability to operate under pressure, tight deadlines and within the demands of an active jobsite.
- Energetic with a positive attitude that is conscientious, enthusiastic, articulate, and possesses a professional attitude to handle a fast-paced work environment.
- Interact professionally with other employees, customers and suppliers and work effectively as a team member.
- Strong written and verbal communication skills with both internal employees and external customers.
- Must demonstrate MMS Core Values: driven and self-motivated, can-do attitude, team player, customer driven, do what's right and accountable

### **Working Conditions and Frequency:**

Position is often working at active jobsites.

Requires detailed knowledge of the regulations established by government organizations such as the U.S. Environmental Protection Agency (EPA) and the U.S. Occupational Safety and Health Administration (OSHA).



### ***Environmental Conditions***

*The statements are not intended to encompass all functions and qualifications of the position; rather, they are intended to provide a general framework of the qualifications of the position. Job incumbents may be required to perform functions not specifically addressed in this job description.*

*At Midwest Mechanical Solutions, we are an equal opportunity and affirmative action employer dedicated to diversity in the workplace. Our policy is to provide equal employment opportunities to all qualified persons without regard to race, gender, color, disability, national origin, age, religion, union affiliation, sexual orientation, veteran status, citizenship, gender identity and/or expression, or other status protected by law.*