

# A/C MASTERS



## HVAC SERVICE DEPARTMENT HEAD

**Job Summary:** A/C Masters is seeking a qualified, hard-working individual to assume the responsibilities of helping to grow and develop our HVAC service and repair team. Candidates are expected to be knowledgeable of commonly-used concepts, practices, and procedures within the HVAC industry regarding the proper installation, maintenance, and repair of HVAC equipment. Candidates must demonstrate strong leadership and training skills, as well as the ability to interact with customers and fellow team members as part of a team-oriented environment. Candidates will also be expected and encouraged to participate in the sale of new HVAC equipment, should the opportunity arise.

In keeping with A/C Master's commitment to education and ongoing improvement, candidates should be self-motivated and driven to consistently improve his/her performance as well as that of the service department by consistently meeting or exceeding sales, education, and performance goals.

The position is full time and includes opportunities for compensation based on department and individual sales and performance goals, in addition to salary and benefits.

### Job Duties

- Work safely following all company policies.
- Ensure high customer satisfaction.
- Effectively oversee all service department operations and procedures.
- Oversee technician workflow while maintaining job quality standards.
- Develop and implement ongoing employee job and safety training as well as quality control procedures.
- Implement and oversee all department performance tracking measures.
- Provide accurate and informative residential new equipment job estimates when needed.
- Provide ongoing logistical support to service technicians in the field.
- Work to maintain and improve department morale and employee job satisfaction.
- Effectively and positively communicate with all customers and office staff.
- Promptly and accurately complete all required paperwork.
- Any other assigned duties as directed by management.

# Job Requirements

## Education Requirements:

- High school diploma or equivalent.
- Minimum 5 years of experience in HVAC service and/or installation.
- 2 Years management or equivalent experience.
- HVAC and other job-related certifications are a plus.

## Key Competencies:

- Effective written and verbal communication skills (English required, other languages including Spanish a plus).
- Excellent customer service and problem-solving skills.
- Honesty, integrity, and dependability.
- Working knowledge of industry safety standards and HVAC equipment service and installation.
- Ability to develop and present estimates for residential HVAC equipment installation.
- Familiarity with zoning, load calculations, and residential building and safety codes.
- A professional demeanor.
- Self-Motivated to succeed.
- Valid driver's license with a good driving record.
- Must be able to pass a criminal background check.
- Familiarity with Microsoft Office Software (Word, Excel, and Outlook) a plus.
- Knowledge of Wintaq and/or Nextraq systems a plus.

## Physical Requirements:

- Able to work in extreme temperatures.
- Able to lift over 25 pounds.
- Able to work extended daily work hours.
- Flexibility to work nights, weekends, and holidays if needed.
- A/C Masters operates as part of a drug and alcohol-free environment.

# Position Compensation and Benefits

- Starting annual salary range of \$41,000 - \$52,000.
- Commission on all new equipment and add-on sales.
- Additional compensation based on department performance.
- 2 weeks paid vacation.
- Company subsidized medical, dental, and vision benefits.
- Term life insurance.
- Company sponsored simple IRA.

## **Equal Employment Opportunity**

*A/C Masters Heating & Air Conditioning, Inc. is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment. We will not discriminate against employees or applicants for employment on any legally-recognized basis including, but not limited to: race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, A/C Masters Heating & Air Conditioning, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*