



Service Manager

Pay: \$75,000.00 - \$95,000.00 per year

Job Description:

Job Summary

We are seeking an experienced, dedicated and proactive Oil and HVAC Service Manager to oversee and lead our HVAC and Oil service department. As Service Manager you will be responsible for managing customer relationships, ensuring customer satisfaction, and leading the service team to meet organizational goals. This role requires strong communication skills, leadership abilities, and the ability to trouble-shoot and solve problems with a commitment to maintaining high standards of service quality. A valid Massachusetts Oil Burner Technicians license and a Valid EPA section 608 Certification are required.

Responsibilities

- Act as the primary point of contact for customers, addressing service-related issues and resolving them promptly and professionally.
- Provide hands-on support during peak demand, including assisting with service calls as needed.
- Inventory management.
- Provide guidance for proper licensing at state level.
- Recommend tools, equipment, or process improvements to increase efficiency and reduce costs.
- Ensure all service tools and vehicles are kept stocked and properly maintained
- Serve as a 24/7 technical resource for the team.
- Provide leadership, training, and support to team members to foster a high-performance environment.
- Prepare and analyze reports on service activities, customer feedback, and team performance for management review.

- Strong organizational skills with the ability to manage multiple priorities simultaneously.
- Leadership qualities with experience in supervising and managing a team.
- Maintain a safe working environment, enforce PPE usage, and ensure timely accident reporting.
- Problem-solving skills to address client concerns efficiently and creatively.
- Ability to work collaboratively across departments to ensure quality service delivery.
- Customer-focused mindset with a commitment to continuous improvement in service standards.
- Promote and support the company brand.
- The Service Manager reports to the Executive Vice President.

Job Type: Full-time

Benefits:

- Company truck
- Dental insurance
- Employee discount
- Fuel card
- Health insurance
- Paid time off
- Vision insurance

License/Certification:

- EPA Section 608 Certification (Required)
- Massachusetts Oil Burner Technician License (Required)
- Driver license and record (Preferred)

Ability to Commute:

- South Hadley, MA 01075

Work Location: In person