



NORTH MECHANICAL

CONTRACTING & SERVICE

Job Title: HVAC Operations Manager – Service & Small Projects

Department: HVAC Service

Reports To: Service Manager

Location: Indianapolis, IN

Job Type: Full-time

Work Environment: Based primarily in an office setting with routine travel to client sites and project locations.

Job Summary: The HVAC Operations Manager is responsible for overseeing the day-to-day operations of the HVAC service department, including service calls, preventive maintenance contracts, dispatch coordination, technician performance, and customer relationships. This role ensures that all HVAC service work and small projects are completed safely, efficiently, and to the highest standards of quality and client satisfaction.

This position includes oversight of small projects (e.g., unit replacements, control upgrades, re-pipes, minor system retrofits) but does not include large-scale new construction project management.

Key Responsibilities:

1. Service & Small Project Oversight:

- Manage daily HVAC service operations, including emergency calls, preventive maintenance, and diagnostics.
- Oversee scheduling and execution of small, quoted projects (typically under \$25K, depending on company standards).
- Review project scopes, material needs, and labor allocation to ensure profitability and timely completion.
- Work closely with dispatchers and service coordinators to assign technicians effectively and resolve scheduling conflicts.

2. Field Leadership & Workforce Management

- Recruit, hire, and onboard HVAC technicians and apprentices.
- Supervise and mentor technicians and team leads; provide coaching, training, and technical guidance.
- Monitor technician performance, timesheets, safety compliance, and job quality.
- Ensure all technicians are given 40 hours of work weekly and opportunities for professional growth.

3. Customer Service & Client Management

- Build and maintain strong relationships with clients through regular site walk-throughs and consultations.
- Proactively estimate repairs, replacements, and upgrades to support client needs.
- Develop and manage preventive maintenance contracts in collaboration with coordinators and the contract manager.
- Conduct follow-ups with clients after project completion to confirm satisfaction and quality.

4. Safety, Compliance & Quality Control

- Enforce company safety policies, OSHA requirements, and HVAC industry best practices.
- Conduct safety audits, field inspections, and jobsite visits to ensure compliance.

5. Financial Oversight & Reporting

- Audit and approve time sheets, work orders, purchase orders, CMiC invoices, and small job proposals.
- Support department-level forecasting, budgeting, and margin improvement initiatives.

Preferred Qualifications and Experience:

- Valid 5+ years of HVAC industry experience, including at least 2 years in a supervisory, operations, or management role.
- Strong technical knowledge of HVAC systems, service operations, and preventive maintenance practices.
- Proven ability to manage field teams, service dispatch, and small project execution.
- Familiarity with service management systems (FieldPoint, CMiC, ServiceTitan, or similar).
- EPA certification or HVAC trade license preferred.

Skills:

- Strong verbal and written communication skills.
- Proven ability to develop and maintain client relationships.
- Excellent leadership, coaching, and conflict resolution abilities.
- Strong organizational skills and ability to manage multiple priorities simultaneously.
- Financial acumen to analyze costs, margins, and department KPIs.
- Ability to work under pressure and meet deadlines.



NORTH MECHANICAL

CONTRACTING & SERVICE

Benefits:

- Competitive salary
- 401(k) with company match
- Health, dental, vision, and life insurance
- Paid time off and holidays
- Employee assistance program
- Company-provided cell phone and truck
- Ongoing training and professional development opportunities

Schedule:

- Monday to Friday 7am-5pm
- Must be available for limited after-hours coordination for emergency work or schedule adjustments.