



North Mechanical Contracting and Service is a leader in the mechanical industry, dedicated to delivering mechanical solutions from concept to success. Based in Indianapolis, we specialize in comprehensive construction, contracting, preventative maintenance, and innovative approaches to mechanical systems. Recently nominated as one of the 2025 Top Workplaces in Indianapolis, North Mechanical takes pride in fostering a culture built on Excellence, Inspiration, and Innovation—and we’re looking for team members who share that same drive and commitment to success.

As we continue to grow, we’re seeking a proactive and client-focused HVAC Operations Manager to join our HVAC Service Operations team in our Richmond area. This is a full-time, onsite position working Monday through Friday, with occasional travel to our Indianapolis branch for meetings and training. The HVAC Service Operations Manager role offers an exciting opportunity to lead essential workflow improvements, elevate the client experience, and strengthen the long-term performance and structure of our service team.

In this role, you’ll be central to our HVAC service operations—providing leadership and support to technicians service coordinators to maintain clear communication, optimized scheduling, and efficient execution of all service activities. You’ll take a lead role in overseeing daily operational workflows, refining dispatch strategies, monitoring job progress, and ensuring that service documentation and billing are completed accurately and on time. Your guidance will help drive consistency, elevate service quality, and keep our team operating at peak performance.

Key Responsibilities:

1. Service & Small Project Oversight
2. Field Leadership & Workforce Management
3. Customer Service & Client Management
4. Safety, Compliance & Quality Control
5. Financial Oversight & Reporting
6. Other assigned duties

The preferred candidates will bring strong organizational and multitasking abilities, along with excellent verbal and written communication skills that support effective coordination across the service team. A minimum of five years of field experience in HVAC or a related trade is required, and previous management experience is preferred. Proficiency with service management software and Microsoft Office applications is essential, as is the ability to read and interpret work orders, project documents, and service agreements. A solid understanding of construction industry practices, as well as familiarity with HVAC and plumbing terminology, will help ensure accuracy and informed decision-making. The ideal HVAC Service Operations Manager is also capable of performing well under pressure and consistently meeting deadlines in a fast-paced service environment.

North Mechanical Contracting and Service is proud to offer a comprehensive benefits package designed to support the well-being and growth of our employees. We provide a competitive salary along with a 401(k)-plan featuring a company match to help you plan for your future. Our benefits include health, dental, vision, and life insurance, as well as paid time off and holidays to promote work-life balance. Employees also have access to an employee assistance program and cross-training opportunities that encourage professional development and long-term career growth within our expanding organization.

Submit resumes via: [Careers | North Mechanical](#)