

2022

**Job Description:**

Service Manager

**Company Description:**

Ice Air is a supplier of specialized HVAC equipment based in Mt. Vernon, New York. Over the last several years, Ice Air has developed innovative products that meet the environmental challenges of eliminating the need for fossil fuel sources to provide heating, cooling, domestic hot water and central water loop systems.

**Position Objective:**

Establish and manage daily schedules for field technicians to handle customer service issues. Coordinate and execute equipment commissioning and start up in newly constructed buildings.

**Responsibilities:**

(Includes, but not limited to)

- Manage technical support process for new and existing customers
  - Communicate with customers systematically to provide status updates on service/startup and open issues
  - Liaise with field technicians (direct reports to this position) on a constant basis to accommodate customer requests, ensuring service issues are adequately resolved and startups completed per required schedules
  - Conduct site visits to review service issues in the field with Ice Air tech crew or customer representatives, as necessary
  - Provide phone technical support for customers and assist in troubleshooting equipment issues
  
- New building start-up
  - Log service and startup information, develop systems for maintaining all records.
  - Track/follow-up on open issues to ensure service/punch list items are closed out in time.
  - Generate and provide startup reports for customers and coordinate on commissioning items.
  
- Work with quality control and engineering team
  - Report to management on service/quality issues and create ad-hoc reports, as required.
  - Recommend equipment improvements based on maintenance information gathered

- Work with internal engineering team to pin-point potential deficiencies in equipment performance and reliability

**Qualifications/Requirements:**

- Bachelor Degree preferred or HVAC training or experience
- Prior experience with managing service or field technicians preferred; relevant experience will be considered.
- Knowledge and background in HVAC systems, operations and functions
  - Familiarity with construction and building applications, a plus
  - HVAC equipment knowledge, a plus

**Skills:**

- Hardworking and responsible
- Ability to track long-term progress and follow through
- Excellent customer service and ability to resolve customer issues
- Good organizer with problem solving capabilities
- Presentation, verbal communication and computer skills
- Show initiative and have good attitude
- Must be able to work well with others
- Ambition a must
- Working knowledge of Microsoft Office suite - Excel, Word, PowerPoint.
- Must be organized with excellent verbal and written communication skills.
- Willing to conduct visits to jobsites, as required.
- Ability to drive and valid U.S driver's license, a plus.

Compensation will be dependent on candidate's experience.

Interested candidates please contact: Anthony Gili

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