



## SERVICE MANAGER

Air Pro Ltd., an Authorized Dealer of Toshiba Air Conditioning a progressive HVAC, Sheet Metal and Refrigeration Company is seeking to hire a **Service Manager** to lead and grow their Residential/Commercial Service Department. The ideal candidate must possess extensive knowledge of HVAC equipment; have experience with dispatching technicians; strong communication skills in dealing with the customers and technicians, and must be a good problem solver.

*Essential functions will include but not limited to the following:*

- Communicate with customers and sales representatives to after-sales service, troubleshooting and general equipment assistance
- Leading a team of field service technicians by planning their internal/external responsibilities and creating an environment in which they can thrive, both personally and professionally
- Daily organizing and scheduling of service technicians
- Offer technical support to field technicians and office staff
- Resolve any customer complaints or job site issues
- Customer relations, reviewing all billing and warranty claims; interaction with the other managers in respect to their warranty, installation and start-up construction needs

*Minimum Requirements:*

- Must have a minimum of 10 years of experience in HVAC, VRF, Refrigeration and chill water field with a record of career progression and leadership responsibilities
- Strong HVAC technical knowledge with an understanding of HVAC systems, including installation and service methods
- A proven willingness to go beyond expectations to meet customer needs
- Ability to effectively use Microsoft Word, Excel and PowerPoint

Air Pro Ltd. is committed to a drug free workplace. New Employees are subject to a pre-employment drug test.

Closing Date: November 8th, 2016

Please apply in writing with resume, education details and previous work history to:

**Human Resource Manager**

**Air Pro Ltd.**

**P.O. Box FL 46**

**Flatt's FLBX, BERMUDA**

**Tel: 295-0336**

**Or by email to: [rsimmons@airpro.bm](mailto:rsimmons@airpro.bm)**