

Job Notice

Plumbing Service Manager

Benefits Offered: Medical, Vision, Dental, Drug, Holiday Pay, 401(k)

Compensation: Competitive salary, commensurate with experience

Employment Type: Full-Time

Location: Honolulu

To Apply: go to <https://535plumbing.com/join-our-team/>

Job Summary:

The essential functions of the Plumbing Service Manager are to prioritize, direct, supervise and train all field Plumbing and Drain Cleaning Technicians. Focus on customer service and delivery of product/service. The Service Manager utilizes customer service training to educate and assist Field Technicians regarding educating customers in choosing service, finance options and handling customer relations. This position is aware of the importance of incentive programs and ensures fair and equitable distribution and proper documentation of work. Is knowledgeable of the concept of flat rate pricing and its practice.

As a Service Manager / Plumber, you play an essential role in the growth of our company. You create revenue generation strategies and make sales. Planning, controlling, and managing the daily activities of our plumbers, you ensure that we achieve favorable profit margins and exceed customer expectations. You are also responsible for the hiring and training of our plumbers. And, they know that they can depend on you to provide troubleshooting support in the field.

You also enjoy interacting with our customers as you evaluate and discuss their needs. Using your excellent communication skills, you present options for plumbing repair, service, or replacements. In this management position, you get great satisfaction out of ensuring quality, profitability, happy team members, and satisfied clients!

Duties/Responsibilities:

- Directly supervises, manages, coaches and develops all Plumbing Service Department field service technicians.
- Responsible for continuing education and product knowledge
- Responsible for effectively seeing that all local and state codes are properly met
- Responsible for hiring, terminating and disciplining of employees, employee scheduling, setting work priorities.
- Responsible for meeting revenue and gross profit goals and monitor technician productivity reports
- Effectively communicate one-on-one with the service technicians and staff in a manner that promotes respect, trust and ensures understanding. Be a team player and

collaborate with office staff and Techs to ensure maximum productivity and profitability of self and the total resources.

- Work with Dispatcher, Customer Service Representatives and clients for technical support, scheduling time allowance, materials to complete job, general product knowledge
- Promote teamwork & customer focus, Health & Safety, Quality assurance, Problem solving
- Review schedule to make sure the job is allowing enough time, pricing and qualified tech will on site
- Know Tech skill levels and keep updated with tech status throughout the day
- Ensure the accurate and timely completion of paperwork and data entry in a manner that promotes enterprise-wide productivity and customer satisfaction.
- Estimate site visits, develop scope of work, material lists, educate customers, set expectations with clients
- Help update our price book with pictures and
- Schedule, Develop & Facilitate Weekly Tech Meeting/Safety training
- Review Tech Key Performance Indicator's daily & conduct Tech 1-on-1's for accountability
- Attend Weekly Management Meetings and Weekly Technician production meetings
- Help further develop company service processes and trainings with the Dispatchers, CSRs, and Technicians
- Keep up to date with proper truck stock, big equipment servicing/ purchasing.
- Overall Technician accountability
- Learn and promote consistently following rules and procedures designed for the success of the company

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Strong computer skills and familiarity with training platforms.

Physical Requirements:

- Must be able to lift up to 40 pounds at a time.
- Physical activity not limited to walking, bending, kneeling, and standing for long periods of time up to 5 hours.

535 Plumbing is an equal opportunity employer

- Applicants are considered for positions without discriminating on the basis of race, color, religion, national origin, ancestry, sex (including gender identity or expression), sexual orientation, age, disability, genetic information, marital status, arrest and court record, credit history, reproductive health decision, domestic or sexual violence victim status, citizenship status, or any other characteristic protected by federal, state, or local law.