



*License #PC659007, MB673406, EA659286*

November 2021

## **PLUMBING SERVICE MANAGER**

### **PURPOSE OF THE POSITION**

The Plumbing Service Manager is responsible for organizing and coordinating field operations and procedures while ensuring organizational effectiveness and efficiencies.

### **SCOPE**

The Plumbing Service Manager reports to the Plumbing General Foreman and will be responsible for the organization of and management of plumbing projects in the service field.

### **RESPONSIBILITIES**

#### 1. Client Relations

##### Main Activities

- 100% Client Satisfaction
- Strengthen & maintain existing client relationships
- Network & build new client relationships
- Strong communication

#### 2. Project Management

##### Main Activities

- Order and organize project materials
- Responsible for project change orders
- Develop new strategies for project organization

### 3. Scheduling & Dispatch Coordination

#### Main Activities

- Communicate with department dispatch
- Schedule daily jobs and service work orders
- Forecast future orders
- Coordinate jobs with other department heads

### 4. Miscellaneous

#### Main Activities

- Assistance with training new employees and teaching existing employees labor saving ideas
- Positioning employees in an area they are able to succeed and also be challenged
- Maintaining licenses and continuing education
- Responsible for all employees in the service department
- Must attend weekly scheduling meetings
- Coordinating bulk orders
- Maintaining project inventory
- Performing test on products according to specifications
- Aiding in assistance to other trades upon need
- Entering & tracking warranty claims
- Reviewing daily work orders
- Updating and maintaining client accounts

## **KNOWLEDGE AND SKILLS**

### **Knowledge**

The Plumbing Service Manager must have proficient knowledge in the following areas:

- Knowledge of Plumbing equipment and tools
- Ability to maintain a high level of supervision
- Ability to adjust to various work loads
- Knowledge of how our projects work and operate
- Maintain current Plumbing license

### **Skills**

The Plumbing Service Manager must demonstrate the following skills:

- Team building skills
- Problem solving skills

- Decision making skills
- Effective verbal and listening communications skills
- Attention to details skills
- Organizational skills
- Written communications skills
- Computer skills
- Stress management skills
- Time management skills
- Coordination with other trades
- Material handling (orders, project placement, delegation and returns)
- Filling out project logbooks
- Following job site safety requirements
- Blueprint reading skills

### **PERSONAL ATTRIBUTES**

The Plumbing Service Manager must maintain strict confidentiality with finance and personal information. The Plumbing Service Manager must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Demonstrate sound work ethics
- Work well with others
- Communicate well with clients
- Be flexible

### **PHYSICAL DEMANDS**

The Plumbing Service Manager will spend 90% of their time in the office. Working conditions may include hot and cold days in the field. Lifting conditions maybe up to 100 pounds.

### **MENTAL DEMANDS**

There are numerous deadlines associated with this position, which may cause significant stress. The Plumbing Service Manager must also deal with a wide variety of people on various issues.

### **PERFORMANCE REVIEWS**

The Plumbing Service Manager will receive a performance review yearly on their work anniversary date and their success will be based on the following criteria:

- Ability to start, finish and manage projects without guidance
- Development of process and tools that streamline operations and cut cost
- Client satisfaction
- Work ethic
- Ability to maintain an accurate schedule

### **COMPENSATION PACKAGE**

<b>Salary</b>	\$41,600-62,400
<b>Status</b>	Full Time
<b>Employee health insurance</b>	50% of employee plan
<b>Simple IRA</b>	Match up to 3% of Salary
<b>Tablet</b>	Yes
<b>Schedule</b>	Monday-Friday 7:00am-3:30pm
<b>Vacation and Holliday</b>	10 days after 6 months, 7.5 days holiday