



HVAC Service Operations Manager

 Preston |  Full-Time |  Management / Operations

About Us

We're an established HVAC design and build company with a strong reputation for quality, integrity, and innovation. As we expand our capabilities, we're excited to launch a new Service Department and we are looking for a dynamic HVAC Service Operations Manager to lead, develop and operate this division like their own business.

This is a rare opportunity to run a business within a business, with the full support and reputation of our organization behind you.

Position Overview

The HVAC Service Operations Manager will be responsible for growing, managing and building our new service division from the ground up. This includes capturing new service business, developing operational procedures, building customer relationships, ensuring technical excellence, driving profitability and ultimately hiring and leading a service team.

Key Responsibilities

- Department Operation & Leadership: Build and manage the HVAC Service Department, including new customer contracts for both planned and remedial works, service strategy, budgeting, and daily operations
- Business Development: Develop, implement and execute growth strategies to acquire new service clients and expand maintenance contracts
- Customer Relations: Be the primary point of contact for service clients; ensuring superior service delivery and customer satisfaction
- Operational Excellence: Develop SOPs and service protocols to ensure efficiency and quality
- Financial Oversight: Prepare budgets, manage P&L, set pricing strategies, and track Service key performance indicators (KPIs)
- Technical Oversight: Provide technical guidance, support complex service jobs, and maintain compliance with safety and industry standards
- Team Building: Ultimately recruit, train, and mentor technicians and support staff to ensure a high-performance culture
- Collaboration: Work closely with other company departments (sales, accounts, project management) to ensure alignment and smooth operations

Qualifications

- 5+ years of HVAC service management or senior engineer experience
- Proven track record of operational management, team leadership desirable



- Strong understanding of HVAC systems and service processes. Use of Simpro field-service software would be advantageous
- Excellent communication, organizational, and problem-solving skills
- Business-minded approach with experience managing budgets and growth targets

Why Join Us

- Ownership Mentality: Build and run your own department with autonomy and support
- Growth Potential: Shape the future of a new service division from day one
- Established Reputation: Leverage our brand, customer base, and resources
- Competitive Compensation: Includes performance-based incentives tied to department success
- Full benefits package, professional development opportunities, and a collaborative leadership team

How to Apply

Send your CV and a brief cover letter outlining your HVAC service management experience and vision for building a successful service department to info@inergygroup.co.uk