

## Air Conditioning, Heating & Refrigeration (HVAC) - Gateway Synergy Recruitment

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Company: Gateway Synergy Recruitment

Location: Australia

Category: other-general

### The Company

Our client is a commercial and industrial refrigeration and air-conditioning servicing and maintenance company in Darwin. They are currently seeking an experienced Service Manager to join their team in Darwin.

### The Position

An exciting opportunity has become available for an experienced Service Manager to join our client's team in Darwin. As the Service Manager, you will be responsible for overseeing the service department and ensuring the delivery of high-quality service to our customers. This role requires strong technical knowledge of refrigeration systems, excellent leadership skills, and a customer-centric approach. You will be responsible for managing a team of service technicians, coordinating service activities, and ensuring customer satisfaction. As a Service Manager, you will play a crucial role in ensuring the smooth operation of the service department, delivering high-quality service to our customers, and driving customer satisfaction.

### The Role

Key responsibilities:

**Service Department Management:** Oversee the day-to-day operations of the service department, including scheduling, dispatching, and coordination of service technicians. Ensure efficient utilization of resources and timely completion of service requests.

**Customer Service:** Maintain a strong focus on customer satisfaction. Respond to customer

inquiries, resolve complaints, and address any service-related issues promptly and professionally. Build and maintain strong relationships with key customers.

**Team Leadership:** Lead and manage a team of service technicians. Provide guidance, training, and support to ensure high-quality service delivery. Foster a positive and collaborative work environment that promotes teamwork and employee development.

**Service Quality Assurance:** Implement and enforce service quality standards and best practices. Conduct regular inspections and audits to ensure compliance with safety regulations, industry standards, and company policies. Continuously improve service processes and procedures.

**Technical Expertise:** Possess strong technical knowledge of refrigeration systems and equipment. Provide technical guidance and support to service technicians. Stay updated on industry trends, emerging technologies, and best practices in refrigeration service and maintenance.

**Service Contracts and Agreements:** Manage service contracts and agreements with customers. Ensure contract terms and obligations are fulfilled. Collaborate with the sales team to identify opportunities for contract renewals and upselling of additional services.

**Inventory and Parts Management:** Oversee the inventory of spare parts and equipment. Ensure adequate stock levels and efficient management of inventory. Collaborate with procurement to source and purchase parts as needed.

**Reporting and Documentation:** Maintain accurate and up-to-date records of service activities, including service reports, work orders, and customer information. Prepare regular reports on service performance, key metrics, and customer feedback.

### **Key Performance Indicators (KPIs):**

**Customer Satisfaction:** Measure and improve customer satisfaction levels through feedback, surveys, and service quality metrics.

**Service Response Time:** Ensure timely response to service requests and minimize

downtime for customers.

**First-Time Fix Rate:** Increase the percentage of service calls resolved on the first visit, reducing the need for repeat visits.

**Service Revenue:** Achieve service revenue targets and identify opportunities for upselling and crossselling of services.

**Service Contract Renewals:** Increase the percentage of service contract renewals and identify opportunities for contract expansion.

**Technician Utilization:** Optimize the utilization of service technicians and ensure efficient allocation of resources.

**Service Efficiency:** Improve service efficiency by reducing service call duration and increasing the number of service calls per technician.

**Chargeable hours targets:** Achieve individual and team targets and identify opportunities for the increase of overall percentage.

**Parts sales:** Achieve individual and team targets and identify opportunities for the increase of overall percentage.

**Safety and Compliance:** Ensure compliance with safety regulations and industry standards in all service activities.

### **Qualifications and Skills:**

Current certificate III in electrotechnology, A or B class electrical licence, Business Administration, or a related field.

Proven experience in service management, preferably in the refrigeration or HVAC industry.

Strong technical knowledge of refrigeration systems, equipment, and maintenance practices.

Excellent leadership and people management skills. Ability to motivate and develop a

team.

Customer-centric mindset with a strong focus on delivering exceptional service.

Strong problem-solving and decision-making abilities. Ability to handle and resolve customer complaints effectively.

Excellent communication and interpersonal skills. Ability to build and maintain relationships with customers and internal stakeholders.

Strong organizational and time management skills. Ability to prioritize and manage multiple tasks simultaneously.

Proficient in using service management software and tools.

Knowledge of safety regulations and compliance requirements in the refrigeration industry.

**What our client offers:**

Fully equipped; maintained company vehicle.

Mobile phone supplied.

Attractive Salary and Allowances, dependent on experience

Relocation Package or Sponsorship for the right applicant.

**“OPENING THE GATEWAY BETWEEN TALENT & OPPORTUNITY”**

**If you would like to look at our other unlisted roles, you can find them at:**

**<https://gatewaysynergy.com.au/careers/>**

**You must submit a CV on application prior to a phone call and be prepared to sign a nondisclosure. Feel free to call thereafter on the following 0482 074 845**

**Apply Now**

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