



NORTH MECHANICAL

CONTRACTING & SERVICE



JOB TITLE:	Preventive Maintenance Operations Manager
DEPARTMENTS:	HVAC, Plumbing, and Controls
REPORTS TO:	Service Manager
OFFICE:	Indianapolis, IN

JOB SUMMARY:

The Preventive Maintenance Operations Manager (PM) is responsible for overall project management of preventive maintenance contracts for all clients. This includes but is not limited to providing excellent customer service through coordination of labor to ensure timely completion for all services, adherence to safety and quality standards, and identification of additional services or repair opportunities to provide a full-service client experience. This is a salaried position requiring occasional night and weekend work to accommodate client needs.

KEY RESPONSIBILITIES:

- Recruit, onboard, and manage a team of preventive maintenance technicians performing HVAC, Plumbing, and Controls services.
- Train technicians on how to identify additional services and repair opportunities while providing maintenance services
- Mentor technicians to foster a culture of accountability and professionalism as well as our core values
- Ensure technicians follow all safety protocols, including OSHA and company-specific regulations.
- Conduct regular safety briefings and enforce the use of proper personal protective equipment (PPE).
- Inspect job sites to identify and mitigate potential safety hazards.
- Collaborate with other department operations managers to effectively share labor resources between departments to allow technician or skill specific needs.
- Prioritize work order execution to ensure timely completion of services under contractual requirements.
- Oversee collection of maintenance records to ensure accurate documentation internally and to clients.
- Review technician completion notes to identify potential service or repair pull-through opportunities to turn over to sales team for estimation.
- Perform as client liaison for any contractual or service issues that may arise
- Complete quality control checks at client sites to ensure adherence to company standards and contractual requirements.
- Resolve operational issues and cooperate with other management to improve procedures going forward

QUALIFICATIONS:

- High school diploma or GED required.
- Minimum of 3 years of experience in HVAC, Plumbing, or Controls preventive maintenance required.
- Minimum of 1 year experience in a supervisory or lead technician role preferred.
- Technician certifications in HVAC, Plumbing, or Controls preferred.

PHYSICAL REQUIREMENTS:

- Ability to work in varying conditions, including mechanical rooms, rooftops, and confined spaces.
- Must be able to lift up to 50 lbs. and perform physical tasks as needed.