

Service Manager (Residential/Commercial) – Austin, TX

About the Role

Lead the service department—people, processes, and performance. Stabilize capacity, reduce callbacks, and lift revenue per tech.

Responsibilities

- Supervise dispatch, leads, and technicians; coach & hire
- Own KPIs: first-time fix, callback rate, response time, maintenance conversions
- Standardize SOPs, truck stock, safety, and training
- Partner with sales/PM for handoffs; manage escalations and key accounts

Qualifications

- 5+ years HVAC service leadership (residential/light-commercial)
- Strong people management; data-driven with CMMS/dispatch tools
- EPA 608 Universal a plus; OSHA/safety minded
- Customer-centric communication; valid driver's license

