



Example of HVAC Manager Job Description

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Our company is looking to fill the role of HVAC manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for HVAC manager

- Support the development and deployment of strategies to continue to evolve the customer experience function from reactive to proactive in anticipating and managing customer service
- Defines operational metrics and manages / monitors teams' MDI metrics to drive continuous improvement in support of cost effective growth in our supply business
- Coaches team on operational excellence, follows BOS standards, and applies 9-step problem solving and RIEs to improve processes
- Interacts with key stakeholders and customers
- Provides leadership and insights in defining order policies and enforcement
- Owns the teams' work force staffing model
- Provide training and on-going support to distributors, dealers, and contractors on our on-line (ecommerce) tools and internal processes and systems
- Ensure communications to channel partners on topics around customer service and order management are effective and timely
- Responsible for employee engagement and development including performance management, coaching, training, deployment, attendance, rewards and recognition
- Promote relationship building/alignment between channel partners, sales, customer service representatives, and other functional areas

Qualifications for HVAC manager

- A minimum of five years industry sales experience, HVAC experience is preferred but not required
- Serve on strategic business initiative(s) as determined by manager
- Minimum of 7 years of management experience preferably in a customer service environment
- Systems experience and knowledge (Oracle)
- Setting technical direction for design and development of all AC products in North America