

## **Operations Manager**

### **Stockmeister Plumbing Heating and Cooling**

We are seeking a highly organized and proactive Operations Manager to oversee the daily operations of our commercial and residential plumbing and HVAC service company. This role is responsible for managing service managers, coordinating field operations, and ensuring accurate billing. The ideal candidate will drive internal process improvements, uphold high standards of customer service, and be groomed for leadership and success of the business.

#### **Key Responsibilities:**

- Supervise and support Plumbing and HVAC Service Managers.
- Oversee field operations to ensure efficiency, safety, and quality of service.
- Manage billing processes and ensure timely and accurate invoicing.
- Develop and refine internal workflows and operational procedures.
- Monitor and improve customer service practices and satisfaction.
- Collaborate with leadership on strategic planning and business growth.

#### **Preferred Qualifications:**

- Associate's or Bachelor's degree in Business, Engineering, Construction Management, or a related field.
- Experience as a plumber or in the plumbing industry.
- Experience as an HVAC technician or in the HVAC industry.
- Strong understanding of service operations in residential and commercial settings.
- Leadership and team management experience.
- Excellent communication, organizational, and problem-solving skills.
- Expert level in computer systems, billing systems, and business software.

#### **Compensation:**

Compensation will be based on skills and experience presented. Includes competitive salary, benefits, and growth opportunities.

We offer an extensive benefits package, including medical, dental, vision, 401(k), 401(k) match, life insurance and voluntary life insurance.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

This employer is required to notify all applicants of their rights pursuant to federal employment laws. For further information, please review the Know Your Rights notice from the Department of Labor.

Job Type: Full-time