

Field Service Manager

Introduction

Flow Tech, Inc.'s purpose is to help people create safe, healthy, and efficient building environments by selling, servicing, and supporting engineered HVAC equipment and systems.

Position Summary

We are seeking a dynamic and experienced Field Service Manager to lead our team of field service technicians. The successful candidate will be responsible for overseeing all aspects of field service operations including service job coordination, customer service, manpower planning, and ensuring safety compliance. This role demands a proactive leader who can motivate the team, manage resources effectively, and uphold our company's standards of excellence in service delivery.

Position Overview

- Lead, manage, and hold accountable our team of field service technicians, ensuring high levels of performance, efficiency, and customer satisfaction.
- Manage technician quarterly and annual performance reviews and work directly with the team to communicate expectations. Provide feedback on performance.
- Coordinate service jobs from initiation to completion, including scheduling, resource allocation, and on-site management.
- Work with Service Coordinator and if necessary be the primary point of contact for customers, ensuring outstanding service and support. Address and resolve customer issues promptly and professionally.
- Develop and implement manpower planning strategies to optimize team deployment and meet service demands.
- Ensure strict compliance with safety protocols and regulations, promoting a culture of safety within the team. Conduct regular safety training and audits.
- Monitor and report on team performance, service quality, and customer feedback. Implement continuous improvement initiatives to enhance service delivery and operational efficiency.
- Collaborate with other departments to ensure seamless integration of field services with overall company operations.
- Manage inventory of tools, equipment, and parts required for field service operations, ensuring availability and optimal utilization.

Required Qualifications

- Bachelor's degree in engineering, Business Administration, or related field experience. Relevant technical certifications are a plus.
- Minimum of 5 years of experience in field coordination or a similar leadership role, preferably in a technical, mechanical, or engineering environment.
- Strong leadership and team management skills, with a proven track record of motivating and leading high-performing teams.



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- Excellent organizational, communication, and customer service skills. Ability to interact effectively with customers and team members at all levels.
- Comprehensive understanding of service operations, manpower planning, and safety compliance requirements.
- Ability to work in a fast-paced environment and manage multiple priorities.
- Proficient in Microsoft Office Suite and service management software.

Ideal candidate will:

- Possess a strong work ethic, excellent communication, and organizational skills.
- Be smart and energetic with the willingness to work long hours in the construction and service industry.
- Have experience in diagnosing and troubleshooting electronic controls and power electronics.
- Be a people-person who can represent the company well with its customers.
- Be willing to continually learn and become educated on new products and technology.

Other:

Access to a company vehicle and communication technology is provided.

Compensation

Competitive compensation packages are available, and negotiable based on the candidate's skills and experience.

Employee Benefits

Flow Tech, Inc. is a proud 100% employee-owned corporation ensuring that everyone who contributes to the success of the company shares in the reward through earned stock in the firm. Employees become 100% vested after 6 years of employment.

We reward performance and offer benefits including:

- 100% coverage of medical insurance premiums
- Dental and vision insurance
- 401K with 3% company match, in addition to employee ownership stocks
- \$50,000 employee life insurance
- PTO, vacation, and sick time

Flow Tech is an Equal Opportunity Employer.

Company Culture

Our employee-owners are the foundation of our success, and we make employee fulfillment our highest priority. We work with integrity; we focus on open communication and teamwork, and we embody an inclusive company culture that rewards hard work. We value a positive attitude and a belief in doing things right. We're proud to offer these additional benefits:

- Work/life balance



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- Dog-friendly office
- Business casual attire with casual Fridays
- Free parking
- Company sponsored events – Yard Goats party deck, Flowtoberfest customer appreciation and annual holiday party

The Why

Flow Tech was founded in 1988, the vision of one person who believed he could help people save energy and get better building control through a niche product. Our very first product line was ABB Variable Frequency Drives (VFDs) and it is at the core and foundation of who Flow Tech is: a technically-focused, specialized product that we can sell and support better than anyone else.

After much growth and success, Flow Tech has become a go-to source for building owners, design engineers and contractors made up of 30 employee owners and 20+ sustainability-focused product lines. Our service team is essential to the success of Flow Tech.

We need the right person to support this reputation of excellence to help Flow Tech continue to succeed.

About Flow Tech, Inc.

Flow Tech is headquartered in South Windsor, CT and provides competitive, energy-efficient, and quality-focused products, systems, and services. We excel in large commercial and institutional type markets including healthcare, higher education, K-12 schools, pharmaceutical, office buildings and water/wastewater.

We differentiate ourselves by satisfying our customers' unmet and unarticulated needs, fostering creative and innovative solutions, and providing exceptional service. We always make a conscious effort to do the right thing. We pride ourselves on our offerings and encourage you to view our complete line of products and services at <https://flowtechinc.com/products-manufacturers/>.

To apply

To be considered for this position, please email your resume to Charlie Barber, Barber@FlowTechInc.com. No phone calls, please.