



Assistant Service Manager

Are you a skilled plumber or MEP focused project manager ready to step into a pivotal role that combines your technical skills with your exceptional organizational and customer service skills? Ready to take the next step in your career and go from executing the work to guiding, advising, and managing a team performing the work. At McMahon Plumbing and Heating, an HVAC and plumbing company, we are known for our outstanding service and reputation. We're seeking a highly capable individual with an MEP or licensed plumbing background to join our team as an Assistant Service Manager. In this dynamic position, you'll leverage your technical expertise to provide valuable feedback to technicians, contribute to job estimations and proposal development, perform quality assurance checks, and ensure smooth operations with meticulous attention to detail.

Responsibilities:

- **Technical Feedback for Excellence:** Utilize your MEP or plumbing background to offer valuable technical feedback to our technicians, enhancing their skills and efficiency in the field.
- **Job Estimations:** Take the lead in developing project estimates, drawing on your technical expertise to ensure accuracy and alignment with company standards.
- **Proposal Development:** Utilizing field notes and information collected through conversations with field staff, development service proposals, incorporating technical details and cost estimates, accurately and in a timely manner.
- **Ordering Necessary Supplies:** Take charge of ordering and managing necessary plumbing supplies, ensuring technicians have the material and supplies they need for optimal performance.
- **Dispatch Coordination:** Collaborate with the dispatch team as needed to ensure effective job assignments, leveraging your plumbing insights to match the right technician with each task.
- **Seamless Operations:** Maintain a visual checklist and oversee operations during jobs, demonstrating your attention to detail and commitment to smooth service delivery.
- **Customer Satisfaction:** Enhance the McMahon Plumbing and Heating brand by creating memorable touchpoints throughout the customer experience, ensuring satisfaction and repeat business.
- **Utility CAP Agency Liaison:** Act as the primary contact and facilitate communication and coordination of ongoing project and customer response between P&H division and agencies.
- **Additional Responsibilities:** Handle additional duties as needed, leveraging your plumbing background to contribute to the overall success of McMahon Plumbing and Heating.

Ideal Requirements:

- **Plumbing Expertise:** Bring a strong technical background with experience in a shop setting. A background in plumbing, with hands-on experience and in-depth knowledge of plumbing systems and applicable codes will be given preference.
- **Technical Proficiency:** Ability to provide technical feedback, estimate project costs accurately, and contribute to the development of comprehensive service proposals.
- **Order Management:** Experience in ordering and managing materials in support of field operations, ensuring the availability of necessary supplies in conjunction with project start timeframes.



- **Dispatch Coordination:** Familiarity with dispatch coordination in a service shop, optimizing workflow for technicians.
- **Attention to Detail:** Meticulous attention to detail in all aspects of service operations, from job assignments to closing paperwork.
- **Customer-Focused:** Commitment to enhancing customer satisfaction through exceptional service and positive interactions.
- **Communication Skills:** Effective communication skills to collaborate with technicians, the dispatch team, and customers.
- **Adaptability:** Ability to adapt to a fast-paced, dynamic environment, handling multiple responsibilities with finesse.

If you're a technical trade, service manager, or licensed plumber with a passion for excellence, technical proficiency, and a desire to contribute to the success of a business, we invite you to apply for this exciting role that combines your plumbing expertise with leadership and coordination skills. Join us in delivering exceptional service and making a meaningful impact every day!

Minimum Qualifications:

- High school diploma/GED
- Strong customer service skills that leave a lasting impression
- Proficiency in Microsoft Excel and Word, empowering you to navigate our systems effortlessly
- Critical thinking abilities to approach challenges with creativity and find effective solutions.
- MA Journeyman Plumbing License Preferred

Compensation:

- Hourly rate negotiable based on experience and licensing.
- Health, vision, dental insurance
- 401K matching plan
- Profit sharing participation

To Apply:

- **Please submit your resume** -- cover letters are welcomed too!
- **Take our behavioral assessment** – it's only 2 questions.

Link to the assessment: <https://assessment.predictiveindex.com/bo/c7Y/CSDispatcher>
or scan the QR code to the right.

