



KEITH PLUMBING & HEATING CO. LTD

#1 – 40 GOSTICK PLACE, NORTH VANCOUVER, BC. V7M 3G3

MECHANICAL GENERAL CONTRACTORS

“Since 1911”

Keith Plumbing and Heating, a company of Modern Niagara Group, is an industry leader in Mechanical, Plumbing and Building Services. Striving to be the contractor for life of all building systems. At KPH we value teamwork, initiative, determination, professionalism, and passion. Working here you will find a creative team focused on delivering high quality customer satisfaction, and employees who thrive from working in a fast paced, collaborative and innovative environment.

We currently have a fantastic opportunity for a **Service Manager** to join our team in **Vancouver**.

The Service Manager’s position is to manage the day to day operations of the Services Division, ensuring a successful delivery of all maintenance contracts and service projects, and customer service. The Manager provides leadership and mentoring to all Foreman, Project Managers, and Project Coordinators in the Services Division, and works closely with clients, technicians, and all teams ensuring delivery of service across sectors to our clients.

OVERVIEW OF RESPONSIBILITIES:

- Work and lead field staff towards the deliverables of maintenance contracts, with a focus on customer service
- Follow up on the timely execution of service projects with field staff, and clients when necessary
- Work with clients to determine scope of work, and troubleshoot for best approach
- Identify and implement productivity initiatives, driving operational excellence
- Lead, engage, and motivate personnel
- Work collaboratively with all divisions to identify and participate in opportunities
- Focused on maintain a high customer service level with all clients and developing new relationships
- Works collaboratively with Service Account Managers and Sales
- Assist technicians as required on service accounts by meeting with clients to ensure quality of service
- Develop and maintain relationships with wholesalers, subcontractors, and suppliers

• **QUALIFICATIONS AND EXPERIENCE:**

- Team player
- Integrity
- Results oriented, with strong relationship building skills
- Customer focused & resourceful
- Must be able to demonstrate leadership, and delegate
- Previous experience as a Service Manager ideal, or, previous experience within a lead role within a service division
- Experience with troubleshooting maintenance and service related tasks, with effective communication skills



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- Must be technically inclined to mechanical, electrical, or plumbing trade

Please submit your resume today to:

<https://modernniagaraepic.bamboohr.com/jobs/view.php?id=70>

We thank all applicants for their interest, however only those selected for further screening will be contacted.