

Job Description

Job title	HVAC Supervisor	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

The HVAC Supervisor plays a pivotal role in delivering a high quality service, by meeting with client representatives and customers as required, gaining feedback, engaging in proactive dialogue and generally promoting EMCOR and client site operations in a positive and favourable light. The Service Manager will also be responsible for overseeing the administration of the HVAC services element of the client contract. Provide reporting and feedback to the National Operations HVAC Manager and EMCOR management team, as required.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Ensure services are conducted in line with the Framework Agreement and that KPI's are achieved, ensuring any issues identified are resolved in a timely fashion
- EMCOR line management responsibility on site for HVAC services delivered by EMCOR staff and appointed sub-contractors
- EMCOR senior representative for all HVAC related matters and to provide HVAC expertise, survey sites and facilities and liaising with client representative
- The Service Manager must be capable of producing HVAC risk assessments for service and be responsible for the management and implementation of procedures
- Utilise service excellence skills and work as appropriate with the Account Management Team to develop and maintain working relations with customer and client team
- To identify and meet the needs of the client, focusing on initiating and welcoming contact and communication whilst striving to deliver first class customer service
- To support the compilation and implementation of a focused Service Excellence Programme at client's site, including customer surveys, monitoring feedback, attendance at customer groups, and assisting in generating continuous improvement across the site contract
- Identify and implement operational improvements to ensure the continued provision of high quality service to customers, with the ability to recognise potential complaint situations and take effective steps to avoid and or resolve these situations
- Where appropriate work with client and EMCOR Senior Managers to develop plans for expanding and enhancing EMCOR's service offering within the business
- Oversee administration of the HVAC element of the contract, including personnel and sub-contractor management, forward planning of service activities and preparation of the monthly report and KPI results
- Ensure work is performed in adherence with company policies, procedures and standards and Health & Safety legislation and statutory regulations in order to maintain the integrity of operational activities and safety of employees and provide high quality service to customers
- Ensure sub-contractors and suppliers' activities are managed and that they are fully briefed on the site rules and regulations prior to the commencement of any work and continue to comply whilst work is being carried out

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- Support the development and ongoing maintenance of the EMCOR CAFM (agility/ EMMA) system to ensure accurate records and reporting
- Ensure staff appraisals, development and training is effectively undertaken whilst maintaining appropriate records associated with personnel and service operations
- Compile periodic reports as required and maintain excellent communication with colleagues and the client
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Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Highly developed level of interpersonal and customer relationship skills
- Professional and polished appearance and manner
- Valid first aid at work qualification, preferred but not essential
- Previous experience in a similar HVAC service manager role preferred
- Excellent administrative, organisational, telephone and interpersonal skills are essential
- Methodical, articulate, proactive are essential
- Good IT skills including Microsoft windows 365
- Must be able to confidently deliver presentations and communicate at all levels
- Valid, full driving licence preferred,
- Knowledge of all aspects of HVAC (Combustion) services,
- Good communication, organisation and problem-solving skills,
- To work reasonable overtime as and when required
- Requires participation in an on-call roster.
- Personable and approachable
- Literate and numerate
- Undertaken relevant Health and Safety Training (SMSTS / IOSH)
- Flexible and adaptable with other trades
- A team player with the ability to work from their own initiative
- Willingness to learn new skills and embrace procedures
- Undertake any or additional training to benefit the department and yourself when required,
- Flexible approach to working hours

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<ul style="list-style-type: none"> •

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	