



Pinnacle Plumbing and Heating

Hiring for Position of General Manager

Position summary

Responsible for all facets of the company. Preference given to individuals with business management background or degree/diploma. Mechanical aptitude and superior organization skills are a prerequisite. Ownership shares in the Company will be made available for the ideal candidate.

Principle Responsibilities/Duties would include;

- *Schedules, directing and help provide technical support to meet service demands and customer expectations
- *Recruit, interview and involvement with training as required to meet workload demands, and company or customer expectations and requirements
- *Responsible for technicians performance appraisals, reviews and for setting improvement goals per company requirements
- *Communications regularly with dispatch to ensure that personnel are being scheduled properly by skill level, efficiency and training requirements
- *Maintain communication with vendors and factory personnel concerning warranty issues, product recall notices, operational problems with products, failures and other issues as they apply to products and equipments sold and serviced
- *Develops and monitors budgets, goals and objectives to ensure departmental profitability
- *Reviews work orders, invoices and time reports for accuracy and to ensure timely cash flow and maintain minimal account receivables
- *Ensures that all company/department policies are being followed by all technicians
- *Oversees assigned service vehicles, monitors vehicles to ensure they are being maintained and operated as required and used according to company policy
- *Generate sales leads; and promote and develop maintenance/service agreements; estimates and generates bids for contract projects/work
- *Work with other departmental managers to meet company and departmental goals and objectives
- *Other tasks and responsibilities as required to maintain efficient department operations.
- *Ensures that the required parts are being ordered in a timely fashion to ensure work deadlines are met

Minimum Job Requirements

- *Excellent customer service and sales skills
- *Excellent leadership skills to enhance team productivity and standards of work produced
- *Excellent verbal and written communication skills; and strong conflict management skills
- *Detail oriented and highly organized with ability to handle multiple tasks and assignments
- *Good computer skills, knowledge of and proficiency in common applications MS Word, Excel, Outlook
- *Possess a strong personal desire for improvement and to motivate technicians
- *Have a clean and neat professional appearance
- *Valid drivers licence with a clean driving record and background
- *Ability and willingness to work a non standard schedule if required.