



**Job Title:** Service Manager

**Location:** New Jersey/California

**Job Type:** Full Time

**Industry:** HVAC

**Closing Date/Time:** Continuous

**About us:**

BROAD U.S.A. is a privately held company headquarter in New Jersey, supporting the sales and service to our customers in North America. Relying on our innovative and environmental-friendly technology, BROAD U.S.A. commits itself to optimize energy efficiency for clients in Commercial, Civil and Industrial markets since 1988. Broad U.S.A. supplies non-electric central air conditioning powered by natural gas and waste heat with packaged water distribution system, 2 times more energy efficient than traditional central air conditioning.

**About the role:**

We are seeking an experienced service manager who will embrace our innovative spirit and lead a dedicated service team in our daily business. The service manager is responsible for the efficient and profitable operation of the service department. The Service Manager sets an example as a leader, focusing on the career development of teammates, and provides consistent guidance and direction. This position will be responsible for the overall success of the company.

**Job duties:**

- Develop annual goals and objectives for the service department to include expected billings
- Oversee all service engineers, ensures all personnel actions are appropriate
- As part of the store leadership team, lead team huddles customer meetings
- Take the initiative to increase sales, improve profitability and reduce controllable expenses
- Organize or conduct training for staff and customers as needed
- Periodically evaluates the performance of the service department against planned goals and objectives, and adjusts accordingly.

- Actively administer company policies and procedures as established.
- Other responsibilities as assigned

**Qualifications needed:**

- Legal work status in the U.S.
- 3+ years frontline services experience
- Knowledge of Combined Heating and Power (CHP) Industry
- Strong leadership and decision-making skills
- Experience or training in management concepts and practices
- Willingness to participate in further company-provided training.
- Multilevel leadership experience that will build and support an accountable and motivated team
- Experience developing and managing to key metrics
- Bilingual (English/Chinese) a plus

**Compensation:**

- Compensation package is a blend of salary and incentives and is determined by experience
- Medical benefits ·
- Paid annual leave 7 – 20 days
- Ability to start on the ground floor of a growing business
- Ability to work with a true entrepreneur and influence the success of the business