



A DIVISION OF  
**CIMS**

## Service Manager – Kitimat, BC

*101 Industries, a division of CIMS Limited, is seeking an experienced, business minded, solution driver to fill the role of Service Manager in Kitimat, BC.*

In the full-time position of **Service Manager**, you will be responsible for directing the daily operations of the Service Department and overseeing all residential, commercial & industrial related service projects, customer service interactions and managing service team members.

### **You will be accountable for:**

- Provide in-house dispatch and scheduling expertise to service techs for all residential, commercial, and industrial projects processed thru the Service System
- Work closely with service dispatcher, technicians, and project teams to monitor route and the status of teams to prioritize schedules and estimated time of completion. Maintain an orderly workflow according to priorities
- Work with CIMS' Project Management, its customers and subcontractors to address and resolve problems in a timely manner and if necessary, work with the Project Managers to modify the schedule
- Maintaining a strong working knowledge of industry regulations, restrictions, and laws, ensuring the company's adherence to these regulations, and remaining current on the industry's standards and new innovations, materials, tools, and processes.
- Control resources and utilize assets to achieve qualitative and quantitative targets while adhering to and managing approve budgets
- Assisting with or performing administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory.
- Provide timely estimates in conjunction with technicians and project managers
- Work collaboratively with estimating team to produce proposals for light industrial, commercial and residential HVAC and plumbing projects
- Pulling gas permits as required, scheduling technicians for industrial jobs on site
- Manage new customers and when needed, assist with customer credit and collections.
- Oversee, attend, and provide on-site assistance when needed.
- Oversee the repairs and maintenance work undertaken by HVAC department and overlap into construction/retrofit works.
- Ability to identify opportunities and act upon them to support the strategic goals of the company.
- Proven ability to focus on long term strategic growth goals while simultaneously managing short term tactical objectives.

**A successful candidate** would be an individual who has excellent interpersonal skills as they will be connecting with management, customers, vendors and employees on a daily basis. The individual will demonstrate leadership capabilities and be capable of mentoring, coaching and develop high performing teams. Completion of trade certificate related to residential & commercial repairs, installations, etc. and/or related technical education. Minimum of 3 – 5 years of experience in customer service, planning and/or estimating is an asset. A driver's license is required to qualify for this role.

**Working Conditions** will include working in an office environment and when required, customer sites, supplier premises and other facilities. You may be required to work outside in heat/cold, wet/humid, and dry/arid conditions and work outside normal work hours (8+hrs a day, including possible weekends and holidays).

**About Us:**

101 Industries is one of the largest multi-discipline trade contractors in Northwest BC, serving a diverse group of industrial and commercial customers across a wide range of industries. For the past 50+ years, 101 Industries has grown with Kitimat community and has collaborated with many community partners to support local businesses and residents. CIMS LP is 100% Canadian owned and operated mechanical contractor serving locations across Canada. In addition to be an industry leader and formidable market leader, CIMS is passionate about hiring and retaining the market's best talent and offers exciting work, training & development, engagement, and opportunity to all its employees.

*101 Industries, a division of CIMS LP, is committed to ensuring that reasonable accommodations are made available to person with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants, provide reasonable accommodations upon request.*

*We particularly welcome and encourage applications from Indigenous Peoples, women, the LGBTQIA2 community, mature workers, people with disabilities and people from different cultural backgrounds.*

If you feel you are qualified for this role, please submit your resume to [\*\*RECRUITMENT@CIMSLTD.COM\*\*](mailto:RECRUITMENT@CIMSLTD.COM).

***Only candidates who are most qualified for the position will be contacted.***