



**DATE:** September 14, 2023

**IMMEDIATE OPENING:  
Controls & HVAC Service Coordinator**

**JOB STATUS:** Exempt, full-time

**LEVEL:** The Controls & HVAC Service Coordinator (Service Coordinator) is an upper-level position, in which the employee is accountable for coordinating service-related work for Premier's HVAC and Building Automation & Controls Service Technicians.

**REPORTS TO:** Managing Principal

**BASED:** Home Office (However, this position requires extensive travel to client sites and fixed equipment locations).

**JOB PURPOSE:**

The Service Coordinator leads and coordinates HVAC and Controls service employees to install, maintain, and repair the client's HVAC and Controls systems. The Service Coordinator must routinely collaborate closely with repair and install technicians, dispatch workers, and other supervisors to ensure customer loyalty while achieving departmental objectives and goals. The Service Coordinator must serve as a representative of the company and will often communicate directly with customers, vendors, and suppliers to provide accurate information on job or project status and needs.

The Service Coordinator is responsible for all activities necessary for completion of service work orders and Premier Care service contracts/ agreements. This includes scheduling service work activities, coordination of service work staff and ensuring completion of all scheduled service work in a timely fashion. Work may involve adhering to service work cost budgeting and documenting any additional project work as it may develop.

This position is also responsible for responsible for setting up new jobs in the corporate Sharepoint system, producing cost estimates for service work and procuring materials and/ or equipment needed for project completion. At the end of service, the Service Coordinator may solicit feedback from customers to gauge the overall project success and address any areas for improvement.

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**DUTIES:**

- Manages HVAC maintenance and Controls service teams to ensure quality onsite.
- Schedules, directs and provides technical support for service team technicians.
- Holds service technicians accountable for service work performed in a timely manner.
- Reviews service technicians' work to ensure quality meets established standards.
- Training: Organizes training and ongoing support for service technicians.
- Recruits, interviews and hires service technicians, as required to meet workload demands.



- Ensures compliance with the Occupational Health and Safety Act and all applicable standards.
- Ensures compliance with service standards, work instructions and customers' requirements.
- Ability to work after hours, over weekends and on public holidays with short or no notice.
- Other tasks and responsibilities as required to maintain efficient department operations
- Attend internal division project meetings deemed necessary for successful service completion.
- As required, travel to customer locations to perform technical support, site walk-downs, installation or commissioning activities.
- Continually learn about the latest control equipment, systems and HVAC control strategies, HVAC equipment, lighting controls, etc., for the effective performance of the role.
- Develop personal skills and capability through on-going trainings, as provided by the Company or elsewhere subject to Company approval.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health and safety procedures (expected of all employees).
- Performs other related duties, as assigned.

**SKILLS (RANKED BY IMPORTANCE):**

- Understanding of HVAC, building automation and energy management software and systems. This includes varying vendor controls equipment, lighting controls, etc.
- Understanding of HVAC control strategies, HVAC equipment and advanced principles of air conditioning, refrigeration, heating, instrumentation and controls.
- Preferred working knowledge of boiler systems.
- Ability to learn and retain product information, as it pertains to the position.
- Reliable and self-motivated.
- Experience performing customer service roles.
- Strong organizational, planning, multi-tasking and problem-solving skills.
- Computer literacy required. This includes program competency with: Microsoft Office (Word, Excel, and Outlook). Ability to operate computerized accounting spreadsheets.
- Excellent interpersonal and communication skills. This includes verbal and written skills.
- Must be knowledgeable in the following areas: the Company's corporate mission and values, as well as the Company's divisions, products, and services.

**EDUCATION & QUALIFICATIONS:**

- Required High School Diploma or GED.
- Preferred vocational, training or apprenticeship of HVAC or Controls program.
- Required 3+ years of industrial/ commercial HVAC or Controls industry experience.
- Willingness to participate in future training in the areas of HVAC and Controls.
- Current HVAC technician license
- Valid driver's license

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Premier expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Premier's employees to perform their expected job duties is absolutely not tolerated.

**NO PHONE CALLS**  
**INTERESTED APPLICANTS EMAIL RESUME OR QUESTIONS TO:**  
[jwoodrum@premiermch.com](mailto:jwoodrum@premiermch.com)