



TITLE Director – HVAC Division

EOE STATEMENT We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

DESCRIPTION Position: Director – HVAC Division

Reports to: Senior Vice President – Home Comfort & Commercial Fuel Division

Status: Full-Time, Non-Exempt

ESSENTIAL FUNCTIONS – include and are not limited to:

- Reporting directly to the SVP of the HCCF Division – plan, organize, direct, coordinate, and implement best practices for HVAC residential and small commercial operational matters and customer interaction to achieve revenue goals and objectives while maintaining a strong customer focus, leveraging the brand, and driving employee engagement in a rapidly changing and highly competitive business environment.
- Manage and oversee the execution of the strategy implemented by supervisors who drive the day-to-day operational and tactical aspects of installing and servicing HVAC projects and service agreements for residential and small commercial customers.
- Lead the equipment sales team and implement processes to impact and enhance the HCCF Division profit goals.
- Analyze cost and forecast data to ensure alignment with the Division's goals and objectives.
- Collect and analyze information that measures the success of the organization's program efforts; refine or change programs in response to that information.
- Develop a consistent procurement strategy that constantly evaluates HVAC equipment, related purchases, and the management of vendor relationships.
- Implement quality assurance programs/procedures to safeguard customer satisfaction and processes' efficiency and strengthen customer relationships.
- Responsible for the recruitment of trained and qualified technicians.
- Establish and build an apprentice program for future staff development.
- Travel to and from branch offices (up to 60% of the time).



- Adhere to company policies and procedures 100% of the time.

RESPONSIBILITIES – include and are not limited to:

- Responsible for driving HVAC sales, gross margin, and overall service revenue while maintaining the desired market share and assigned growth.
- Manage, coach, and lead the residential HVAC sales team on individual large projects and general local market strategies.
- Direct and manage the strategy for field operations to meet budget and corporate financial goals.
- Participate in the strategy and execution of new product sales launches.
- Analyze the National HVAC market environment relative to competitive positioning and value propositions.
- Manage, administer, and track the various federal, state, and local rebate/incentive programs available to customers.
- Set service standards across all areas of responsibility and enhance/implement a quality control process that is intended to support accountability and excellence in residential and small commercial service standards.
- Build and maintain a high-performing team through recruiting, training, coaching, and development activities.
- Demonstrate strong leadership in implementing safety initiatives and ethical compliance.

QUALIFICATIONS – include and are not limited to:

- Technical Degree – Bachelor's in a technical field preferred or a combination of education and experience required with at least 7-10 years of relevant education and/or experience within a complex business environment selling products or solutions.
- Minimum of 5 years in a management-level role successfully leading a fast-paced service organization and a proven track record of helping to grow a business.
- Strong and in-depth knowledge and understanding of HVAC and refrigeration systems.
- Experience with in-home service delivery (HVAC) business preferred.
- Understanding customer needs, experience in the customer interface, and strong presentation skills required.
- Excellent verbal and written communication skills.
- Proficient with computers (Microsoft Suite preferred), phones, and other office equipment.



The list of requirements, duties, and responsibilities is not exhaustive but is merely the most accurate list for the current job. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change. (For example, emergencies, changes in personnel, workload, or technical development.