

## Job Description

### Service Manager II (SMII)

Integrity, Skill, and Imagination aren't merely slogans at Merit Electric; they're the cornerstone principles guiding our operations daily. If you're seeking more than just a job in your electrical career, longing for a place where these values are not only celebrated but are the foundation of every project, and you're eager for clear paths of advancement with training and support, then you belong at Merit. Join us, and let's power the future together.

The Service Manager II (SMII) role is a mid-level Service Manager position in the Service and Small Projects department. The preferred experience level for a SMII is a minimum of 1+ years as an electrical Service Manager. Our job leveling system—Level I, II, and III—charts a clear, structured career path, each stage marking growth in experience, leadership, and responsibility.

This is an exempt, salaried position.

### Responsibilities & Duties

- Lead, manage, and hold accountable (LMA) the Service Department team, including Service Project Managers and Service Electricians
- Oversee and generate new customer relationships, ensuring timely communication, satisfaction, and resolution of issues
- Manage service call intake, dispatching, tracking, and closeout to ensure responsiveness and efficiency
- Ensure proper labor deployment for small projects based on job needs, technician skillsets, and scheduling priorities
- Review and prepare estimates for service work, ensuring accuracy, competitiveness, and alignment with company standards
- Plan and oversee small projects to bid and ensure estimates comply with NEC and client specifications
- Oversee invoicing processes and collaborate with Finance on accounts payable (AP) and accounts receivable (AR) accuracy and timeliness
- Utilize tools such as Sage, Accubid, HH2, and Smartsheet for budgeting, estimating, scheduling, and documentation
- Experience applying Lean or Six Sigma principles to improve service workflows and operational efficiency
- Comfort with identifying bottlenecks and implementing process improvements
- Train team members on company procedures and promote consistent application of policies and safety standards
- Coordinate with other departments (Construction, HR, Finance, etc.) to ensure smooth cross-functional workflows and project alignment
- Conduct data gathering and research on market trends to support competitive estimating and service development
- Provide assistance and oversight to the departmental division in administrative, operational, and strategic tasks as needed
- Collaborate with internal and external teams to align goals, schedules, and deliverables

## **Skills**

- Integrity, Skill, Imagination
- Internally and externally customer-centric
- Strong leadership skills, including communication, strategic planning and problem-solving
- Ability to effectively multi-task as well as recognize and set priorities
- Proficient in managing and prioritizing multiple projects simultaneously
- Proficiency in project management methodologies (PMI based), software, and tools
- Demonstrates exceptional proficiency in executing small projects and service calls
- Comprehensive knowledge of electrical systems, codes, and regulations
- Strong understanding of budgets, job costing, and project financials, including AP/AR and forecasting
- Ability to analyze profit margins and financial data to make informed operational decisions
- Ability to identify upsell opportunities during service work and nurture long-term client relationships
- Understanding of service-based revenue generation models and recurring maintenance opportunities

## **Education and Experience**

- 3 to 6 years of Service Manager experience in Commercial, Medical, and Industrial electrical
- Bachelor's degree in Project or Construction Management, or equivalent experience
- Electrical Construction background preferred at the Journeyman level
- Required certifications: Project Management Professional (PMP®), Lean Six Sigma White Belt
- Preferred certifications: Lean Six Sigma Yellow Belt
- Proven expertise in managing electrical projects
- Valid Driver License required

## **Physical Requirements**

- Ability to work 40 hour weeks and overtime as required
- Prolonged periods sitting at desk and working on a computer
- Repetitive use of arms, hand and fingers
- Ability to travel to construction jobsites in all seasons
- Occasionally required to walk, climb, crawl or navigate ladders on project jobsites