

Technical Service Manager

Location: Wilmington, NC

Company: Salt Air Heating, Cooling & Electrical

Build Technicians. Raise the Standard. Lead the Best.

At Salt Air Heating, Cooling & Electrical, we believe great companies aren't built by managers—they're built by leaders who develop people.

We're looking for a Technical Service Manager who is passionate about coaching technicians, improving diagnostics, reducing callbacks, and building a culture of technical excellence.

This is not a desk job. You'll spend time in the field, riding with technicians, reviewing jobs, solving difficult problems, and helping our team become the best in the industry.

What You'll Do

- Coach and develop HVAC and electrical service technicians
- Conduct ride-alongs and field training
- Improve diagnostic accuracy and first-time fix rates
- Review photos, invoices, and completed work for quality
- Assist technicians with difficult service calls
- Reduce callbacks and warranty expenses
- Maintain high standards for safety, documentation, and customer experience
- Partner with our Team Technical Lead to develop technician growth plans
- Lead weekly technical meetings and ongoing education

What Success Looks Like

- Technicians consistently improve their skills
- Callback rates decrease
- Customers receive exceptional workmanship
- Repairs are completed correctly the first time
- Technicians seek your guidance because they trust your leadership

Qualifications

- 8+ years of residential HVAC service experience (electrical experience is a plus)
- Proven experience leading and developing technicians
- Strong diagnostic abilities

- Excellent communication and coaching skills
- Organized and detail-oriented
- Comfortable using ServiceTitan or similar software

Who You Are

You don't just fix equipment—you develop people.

You enjoy teaching more than telling.

You hold high standards while earning respect through humility, knowledge, and consistency.

Why Salt Air?

Our Core Values guide every decision:

- Safety First
- Integrity
- Amazing Service
- No Gossip
- Accountability
- Upstream Thinking
- Finish Strong

We invest heavily in training, technology, and our people because we believe exceptional teams create exceptional customer experiences.

If you're ready to build the strongest technical team on the coast, we'd like to meet you.