



**JOB TITLE: SERVICE ACCOUNT MANAGER**  
**DEPARTMENT: SERVICE**

---

**JOB SUMMARY:**

Interfaces with Customers, Sales Engineers, Service Technicians, Construction Operations Engineers, Parts Coordinator and Management to fulfill needs of our Service Agreement customers. Service Agreement planning and scheduling for our service customers is the primary responsibility, while providing sales assistance, parts quotes and project management, controls design, and system upgrade projects for Service Agreement customers. Supervises subcontractors and suppliers. Direct project financial responsibility increases with tenure in this position, including use of ATS project management financial reports. This is an exempt position.

---

**SKILLS AND ABILITIES:**

- Ability to plan, schedule and manage approximately \$500K in SA base business
  - Knowledge of HVAC DDC Control Theory & Applications and Mechanical systems
  - Strong time management and organizational skills
  - Ability to work on mid to long-term projects and still be able to react to unanticipated demands for your time (customer phone calls, dial-ups, etc.).
  - Strong communications and interactive skills
  - Ability to work independently and unsupervised
-