



Job Title: Operations Manager

Location: Richmond, Virginia

Job Type: Full-Time

Reports To: Owner/CEO

About Us

Nuckols Plumbing, Heating, and Cooling is a well-established and growing company in Richmond, Virginia, that delivers high-quality residential and commercial services. We take pride in our workmanship, our team, and the relationships we build with our customers. As we continue to expand, we're looking for an **Operations Manager** who is ready to lead with efficiency, strategy, and heart.

Job Summary

The **Operations Manager** will oversee and coordinate all aspects of our daily operations—from scheduling and dispatching to financial performance and team leadership. This is a hands-on leadership role ideal for someone who thrives in a fast-paced service environment and is passionate about helping teams succeed and customers stay happy.

Key Responsibilities

Operations & Strategy

- Oversee day-to-day operations and ensure efficient workflows across departments
- Ensure all business processes are carried out in a safe, efficient, and cost-effective manner
- Improve operational systems, processes, and best practices
- Help formulate and execute strategic and operational goals
- Perform quality control and monitor Key Performance Indicators (KPIs)

Financial & Reporting

- Review P&L statements and financial data to increase profitability
- Assist leadership with budgets and forecasting
- Produce monthly technician/mechanic sales reports
- Support collections and ensure timely invoice payments

Team Leadership & HR

- Assist with recruiting, training, and supervising field and office staff
- Conduct performance reviews and coach employees for growth and efficiency
- Maintain a strong, safety-first, service-focused culture



Customer Experience & Service Quality

- Identify and implement ways to improve customer service quality
- Assist in resolving customer grievances with professionalism and urgency

Logistics & Support Functions

- Assist with dispatching and scheduling of jobs
- Oversee uniform ordering, fleet management, and building maintenance
- Manage power tool repair, shipping, and material returns
- Verify vendor credits and ensure proper account application

Marketing & Community Engagement

- Support marketing initiatives to drive local visibility and business growth
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Qualifications

- 3–5 years of operations or management experience (HVAC, Plumbing, or Construction industries preferred)
- Working knowledge of service operations, scheduling, and performance metrics
- Strong leadership and people-management skills
- Excellent organizational, problem-solving, and multitasking abilities
- Comfortable using CRMs, scheduling software, and basic financial tools
- Valid driver's license (background check may be required)

What We Offer

- Competitive salary
 - Health benefits
 - Paid time off
 - Company phone
 - Supportive team environment
 - Opportunities for growth and development
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How to Apply

Submit your resume and a brief cover letter explaining why you're a great fit for this role. We look forward to meeting you!