



HVAC Operations Manager

Location: Calgary, Alberta

Position Type: Full-Time Leadership Role

Why Join Lynx?

At Lynx Mechanical, we're building more than great HVAC systems – we're building a great team.

As we build our HVAC division from the ground up, we're looking for a strong, experienced leader who can take full ownership of establishing the operation; building the team, implementing the right tools and systems, and creating the processes needed for long-term success. This is an opportunity to shape a new department, develop a high-performing team, and directly influence how we grow and operate from day one.

About the Role

This role will oversee the people, processes, and day-to-day operations that keep our HVAC work running safely, efficiently, and profitably. The successful candidate will provide leadership and support to our field teams while working closely with management, builders, suppliers, and other departments to ensure projects are completed to Lynx's standards.

This is a leadership role for someone who understands the HVAC industry, is comfortable getting into the details when needed, and can balance the demands of people, projects, customers, and business performance.

The ideal candidate is an accountable and organized leader with strong HVAC knowledge, excellent communication skills, and a proven ability to build teams and improve operations.



Key Responsibilities

Operations & Project Management

- Help establish and build the HVAC department's operational structure, including staffing, systems, processes, standards, workflows and contracts.
- Oversee day-to-day HVAC service, maintenance, repair, and installation operations, ensuring work is completed safely, efficiently, on schedule, and to company quality standards.
- Work closely with internal departments and the plumbing team to coordinate projects, improve communication between trades, and ensure HVAC operations integrate effectively with the broader Lynx operation.
- Manage technician and installer scheduling, workload, productivity, and resource allocation.
- Monitor job costing, project performance, and operational KPIs to identify opportunities to improve efficiency, quality, and profitability.
- Manage inventory, equipment, tools, and materials to ensure the field team has what they need to operate effectively.
- Participate in budgeting, forecasting, and strategic planning for the HVAC department.

Leadership & Team Development

- Create a strong team culture built on accountability, integrity, teamwork, respect, and passion, while setting the standard for how the HVAC department operates and works together.
- Support recruiting, interviewing, onboarding, training, and ongoing development of team members.
- Establish clear expectations, provide regular feedback, and address performance issues when required.
- Support employees in identifying challenges, removing obstacles, and improving performance.



Field Support, Quality & Safety

- Assist with troubleshooting, technical challenges, and escalated field issues, including conducting site visits when required.
- Ensure installations and service work meet company quality standards, applicable codes, and regulatory requirements.
- Identify recurring issues and implement solutions to reduce callbacks, rework, and inefficiencies.
- Promote a strong safety culture and ensure compliance with company safety policies and applicable requirements.

Communication & Customer Experience

- Coordinate with builders, customers, suppliers, and other trades to ensure projects run smoothly.
- Manage customer escalations and operational issues professionally and effectively, ensuring a consistent customer experience.

Systems & Continuous Improvement

- Develop and implement scalable processes and systems that improve efficiency, consistency, accountability, and the overall customer experience.
- Establish, monitor, and analyze operational KPIs including revenue, gross margin, productivity, callback rates, efficiency, customer satisfaction, and technician performance.
- Use operational data and field feedback to identify trends, solve problems, and drive continuous improvement across the HVAC department.



What We're Looking For

- 5+ years of experience in the HVAC industry, with progressively increasing responsibility.
- 2+ years of supervisory or management experience, preferably within HVAC service, installation, or new construction.
- Experience with high-velocity HVAC installations is strongly preferred.
- Experience with residential new construction is a must.
- Proven ability to lead, coach, and motivate a team.
- Strong understanding of scheduling, workflow, productivity, and field operations.
- Strong business and financial awareness, including familiarity with job costing, margins, and operational KPIs.
- Excellent organizational, communication, and problem-solving skills.
- Ability to make decisions, take ownership, and hold yourself and others accountable.
- Comfortable working in a fast-paced environment and managing competing priorities.
- Willingness to be hands-on and support the field team when needed.
- Valid driver's license and acceptable driving record.
- Relevant HVAC certifications, licenses, or trade qualifications.

What You'll Bring to Lynx

We're looking for more than someone who can manage a schedule. We're looking for a leader who can build a team, solve problems, improve systems, and take ownership of the operation.

You'll have the opportunity to help shape the future of our HVAC department while working alongside a team that values accountability, integrity, quality, teamwork, respect, and passion.



How to Apply

Please submit your resume and a brief cover letter outlining your HVAC management experience to resume@lynxmechanical.com.

Thank you, we look forward to hearing from you.