



PR/096299 | Service Manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1566444

Industry

Civil Engineering and Construction

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

December 23rd, 2025 01:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview

Our client is a well-established and growing leader in integrated building services, renowned for delivering critical mechanical and electrical solutions across various industries. As they continue to drive growth and expansion, they are now seeking a Service Manager to join their team and contribute to their ongoing success.

Key Responsibilities

- Strategically allocate manpower, schedule jobs, and adjust operational priorities to meet stringent deadlines and service level agreements.
- Monitor and optimize service desk efficiency, coordinating seamless follow-ups on all breakdown and maintenance requests.
- Provide expert technical guidance and mentorship to the service team, ensuring the smooth and effective execution of all service activities.
- Act as backup support for urgent and emergency breakdowns, including availability for after-hours requirements when necessary.
- Accurately verify and process timesheets, overtime claims, and leave applications for the service team.

- Efficiently manage operational permits, transport logistics, and staff claims.
- Collaborate closely with internal departments to ensure timely order fulfilment and seamless project execution.
- Conduct comprehensive performance appraisals, salary reviews, promotion recommendations, and manage termination processes for technicians.
- Develop and implement training programs for new employees, covering company procedures and technical workflows.
- Work in conjunction with the Business Development Service Manager to support contract delivery and uphold the highest standards of client satisfaction.

Key Requirements

- Possess a Diploma or Degree in Mechanical Engineering, Building Services, or an equivalent technical discipline.
- A minimum of 8-10 years of progressive experience in ACMV service and maintenance, with at least 3 years successfully managing supervisory or managerial roles.
- Demonstrable strong technical knowledge of diverse ACMV systems, including Chillers, Air Handling Units (AHUs), Fan Coil Units (FCUs), VRV/VRF systems, and other related HVAC equipment.
- Exceptional skills in planning, scheduling, and manpower management.
- Excellent communication and interpersonal skills, capable of effective coordination with internal teams and external clients.
- A proven hands-on leadership style, coupled with strong problem-solving and decision-making abilities.
- Thorough understanding and practical knowledge of workplace safety regulations, permit-to-work systems, and protocols for after-hours emergency response.

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

Aloysius Loh
JAC Recruitment Pte Ltd
EA Personnel: R24121320
EA Personnel Name: LOH CHUAN LIANG ALOYSIUS

#LI-JACSG
#countrysingapore

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Company Description