



ALABAMA
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GEORGIA
N. CAROLINA
TENNESSEE

White Electrical is a leader in the electrical construction industry in the Southeast. For over 100 years, White Electrical has taken pride in keeping pace with the latest advancements in technology, honoring our values by bringing a dedication to safety and integrity to every job. White Electrical is 100% employee-owned. Our employee owners are our most valuable resource; they are center stage in our growing and dynamic company. Our core values established for the decisions we make are as follows:

Safety: We believe a safe workplace is our moral obligation. We protect people.

Integrity: We operate with honor in all circumstances. We do the right thing.

Ownership: We are dependable and take personal responsibility. We see things through.

Teamwork: We are dedicated to the success of the team. We value each other.

Service Manager

Reports to: Branch Manager

White Electrical Construction is seeking an experienced and driven Electrical Service Manager to lead and grow our commercial and industrial service division. This individual will oversee daily service department activities, supporting business development efforts, manage service technicians and field personnel, maintain strong customer relationships, and ensure projects and service calls are completed safely, efficiently, and profitably.

The ideal candidate is a strong leader with extensive electrical industry experience, exceptional organizational skills, and a customer-focused mindset. This role requires the ability to balance operational oversight, team leadership, scheduling, estimating support, client communication, and financial accountability while maintaining the high standards that have defined White Electrical for generations.

General Responsibilities:

- Preserve the integrity of 115+ years of serving the interests of our customers and shareholders and enhancing the professional reputation of the Company.
- Foster a superior customer service attitude across all employees and sites.
- Support and help drive utilization of various Company initiatives and technologies.
- Embrace and encourage usage of company support resources.
- Operate as one unified company to align efforts, share resources, and implement plans/policies that advance company objectives.

A Safe Workplace is our Moral Obligation

– Since 1910 • 400 Interstate North Parkway, Suite 750 • Atlanta, GA 30339 • P: 678.831.8500 • www.white-electrical.com

- Understand, embrace, and embody the Company culture of training, supporting, and developing employees to reach their highest potential.

Specific Roles and Responsibilities:

Service Operations Management

- Oversees all day-to-day operations of the electrical service department
- Coordinate manpower and scheduling to ensure timely response to service calls, emergency requests, and customer needs
- Monitor workflow, labor utilization, productivity, and job completion timelines
- Develop and implement procedures to improve efficiency, service quality, and profitability

Union Labor & Workforce Management

- Manage service department operations in accordance with applicable union agreements, rules, and jurisdictional requirements
- Maintain working knowledge of union classifications, referral/hiring procedures, work rules, overtime rules, call-out procedures, and grievance processes
- Coordinate manpower needs while ensuring compliance with collective bargaining agreements
- Partner with union representatives, field leadership, and company management to resolve labor-related questions or concerns professionally and effectively
- Ensure service technicians are assigned and managed in a manner consistent with union guidelines and company expectations

Team Leadership & Development

- Lead, mentor, and support service electricians and technicians
- Assist with hiring, onboarding, training, and performance management
- Promote a culture centered on safety, accountability, teamwork, and professionalism
- Conduct regular team meetings with field personnel to review safety, performance, and operational expectations

Customer & Client Relations

- Build and maintain strong relationships with existing and prospective clients
 - Serve as the primary point of contact for service-related customer communication
 - Address customer concerns and ensure high levels of client satisfaction
 - Identify opportunities for additional services, maintenance agreements, and long-term partnerships
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- Support growth of service division through customer development and networking

Small Project Management & Financial Oversight

- Create service estimates, proposals, and pricing for small projects and service work
- Manage electrical small projects from initial customer contract through closeout
- Coordinate material procurement and subcontractors as required
- Review work orders, labor hours, materials, and project costs for accuracy and profitability
- Monitor departmental performance against budgets and financial goals
- Approve invoices, purchase orders, and service-related expenses as needed

Safety & Compliance

- Ensure all work is performed in compliance with company safety policies, OSHA regulations, NEC standards, and local codes
- Promote and enforce a strong culture focused on safety, accountability, and craftsmanship
- Conduct field visits and quality inspections

Qualifications:

- Proven minimum experience of 5+ years managing an electrical service department in the commercial and/or industrial union electrical contracting industry.
 - Strong understanding of commercial and industrial electrical systems, service operations and dispatching, small project management, estimating and quoting utilizing Accubid and troubleshooting and maintenance operations
 - Proven experience managing electricians and service technicians, customer relationships, scheduling and manpower coordination, budgets, and job cost tracking
 - Ability to read and interpret blueprints, specifications, one-line diagrams, control drawings, and electrical code requirements
 - Strong working knowledge of NEC requirements, OSHA regulations and safety standards, service software platforms, and project management tools
 - Proven leadership, communication, time management and organizational skills
 - Ability to manage multiple projects and priorities in a fast-paced environment
 - Experience working in a union electrical contracting environment preferred, including familiarity with union rules, manpower procedures, classifications, and labor coordination
 - Strong customer relationship manager and business development skills
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- Proficiency in Microsoft Excel and construction/service management platforms
- Journeyman or Master Electrician license preferred
- Valid drivers' license with acceptable driving record required

Personal Attributes:

- Leads by example and models behaviors that are consistent with the company's values. Self-starting, collaborative team player.
 - Dependability with a strong sense of urgency and results-orientation.
 - Strong communication and interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential.
 - Strong problem-solving abilities, and ability to comprehend, analyze and interpret contracts and other project related documents.
 - Ability to exercise sound judgement and make decisions based on accurate and timely analyses.
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