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Assistant Manager

Hiring organization
Great Jet Plumbing

Employment Type
Full-time

Job Location
6834 N Crescent Blvd., 08852, Pennsauken, NJ, United States

Date posted
September 23, 2026

Description

The Assistant Manager will assist the Master Plumber / Production Manager with the daily operations of the plumbing company. This position is responsible for helping manage technicians, ensuring company policies and procedures are followed, assisting with customer concerns, and supporting the overall efficiency and performance of the company.

Leadership Expectations

- Lead by example
- Communicate clearly and professionally
- Follow through on assigned responsibilities
- Hold employees accountable for following company policies and procedures
- Make sound decisions independently
- Maintain professionalism when dealing with employees and customers
- Support the General Manager / Owner
- Help create a positive, productive, and accountable work environment

Responsibilities

- Assist with daily plumbing operations
- Help schedule and coordinate technicians
- Monitor technician statuses and job progress
- Ensure technicians properly code out every job
- Review job paperwork, signatures, pictures, and documentation
- Help enforce company policies and procedures
- Address employee performance and policy issues
- Assist with disciplinary actions when necessary
- Handle customer concerns and complaints
- Review invoices and payment documentation
- Assist with employee training and onboarding
- Monitor compliance with safety procedures
- Help ensure excavation safety procedures are followed
- Assist management with day-to-day decision making
- Communicate with technicians and other employees regarding expectations and directions
- Perform other management duties as assigned

Qualifications

- Experience in the plumbing industry
- Understanding of plumbing service operations
- Strong communication and organizational skills
- Dependable and responsible
- Able to work independently
- Able to make sound decisions
- Able to enforce company policies and procedures
- Strong work ethic

- Professional attitude
- Ability to handle employee and customer issues appropriately

Preferred Qualifications

- Previous leadership or management experience
- Experience with plumbing service operations
- Experience with scheduling or dispatching
- Experience reviewing invoices and job documentation
- Experience handling customer complaints
- Experience training or mentoring employees