

Service Account Manager

Job Description

Position Title: Service Account Manager

Employment Type: Full-Time, W-2

Typical Earnings: \$90,000 to \$200,000+ per year

Compensation Structure: \$50,000 base salary + commission + tiered performance bonuses

Location: Pennsylvania

Position Overview

The Service Account Manager is a key member of the Commercial Roofing Service and Repair division. This role focuses on building and maintaining relationships with property managers, facility directors, and commercial building owners. The Service Account Manager conducts roof inspections, identifies repair or maintenance needs, prepares service proposals, and provides ongoing support to ensure clients receive fast and dependable roofing service.

This is a field-based, client-facing role that requires strong communication skills, the ability to assess commercial roof systems, and confidence in presenting repair solutions. Service Account Managers receive training, company-provided technology, and support from our production and office teams.

The ideal candidate is driven, organized, and comfortable managing a large book of ongoing service clients.

Responsibilities

- Conduct on-site commercial roof inspections for service, repair, and maintenance needs
- Identify deficiencies, leaks, and deterioration using company tools and inspection software
- Prepare clear, accurate service proposals and repair recommendations
- Support clients with understanding repair options, budgets, timelines, and long-term maintenance strategies
- Build relationships with property managers, facility managers, and building owners
- Generate new service clients through outreach, networking, referrals, and follow-up
- Maintain communication with clients before, during, and after service work
- Work closely with the Service Coordinator, Production team, and Field Technicians to ensure

accurate scopes and smooth job execution

- Use CRM, CompanyCam, and Other Systems consistently as part of the workflow
 - Track sales activity, proposals, and opportunities in the CRM
 - Achieve monthly and quarterly sales targets for service and repairs
 - participate in ongoing training, ride-alongs, and team meetings
 - Represent Equity Roofing with professionalism, accuracy, and genuine care
-

Requirements

• Experience with commercial roofing, construction, facility services, or service-based sales preferred

- Strong verbal communication and active listening skills
 - Goal-driven, self-motivated, and able to work independently
 - Valid driver's license
 - Comfortable walking on commercial roofs and climbing ladders
 - Reliable, organized, and consistent with follow-up
 - Comfortable using tablets, mobile apps, and cloud-based systems
 - Coachable and able to follow company processes and service workflow
 - Ability to manage multiple accounts and ongoing client communication
 - Prior experience in commercial roofing, maintenance programs, or building inspections is a plus
-

Compensation and Benefits

- \$50,000 base salary
 - Commission on service and repair sales
 - Tiered performance bonuses
 - Uncapped earning potential
 - Company vehicle and gas card
 - Paid training and ongoing skill development
 - Technology and tools provided (tablet, apps, inspection equipment)
-