



Job Posting 26-023: Fire Sprinkler Operations / Service Manager – Richmond, VA

BFPE International is seeking a full-time Fire Sprinkler Operations / Service Manager to join our BFPE Family at our Richmond, VA location.

The Fire Sprinkler Operations / Service Manager:

- is responsible for the day-to-day leadership and operational performance of the Fire Sprinkler Department, including inspections, service, repairs, and installations.
- ensures technicians are properly scheduled, prepared, supported, and held accountable while maintaining strong coordination between the field, scheduling, sales, customers, other department leaders, and the General Manager.

Core Responsibilities:

- Lead the Field Team through effective communications and setting clear expectations regarding safety, productivity, workmanship, documentation, and customer service.
- Plan and prepare all aspects of scheduled work while maintaining an awareness of workload and backlog. Ability to prioritize critical and time-sensitive work.
- Connect Sales & Operations and Operations & Sales to ensure success.
- Promote consistent workmanship, inspection quality, documentation, and compliance with applicable codes and company standards.
- Coordinate with other department leaders when work crosses multiple disciplines.
- Resolve complaints, scope questions, scheduling concerns, and field issues professionally and without unnecessary confrontation. Escalate significant issues appropriately and follow through until resolution.

Required Qualifications:

- Possess professional business communications skills, both written and oral.
- Self-learner, self-motivated, dedicated, organized, problem-solver, strong customer-service skills, and a team player.
- NICET Level II certification
- Current applicable Virginia DPOR certification/license.
- Strong commercial sprinkler inspection, service, repair, and installation knowledge.
- Working knowledge of applicable NFPA standards and Virginia requirements.
- Leadership or supervisory experience with field technicians.

BFPE International offers an excellent benefits package: competitive wages, 401(k) program with company match, medical/dental/vision insurance, life insurance, short term disability, long term disability, and paid time off for vacation, birthday, and holidays.

BFPE International is an Equal Opportunity Employer. It is the policy of BFPE International to recruit, hire, train, and promote persons in all job titles without regard to race, color, religion, sex, national origin, age, veteran status, or disability and to base decisions on employment so far as to further the principle of equal employment opportunity.

Please complete form on Work for Us link at www.BFPE.com and note Job Posting 26-023 in position applying for section of form. You may attach your resume using the link provided or you may fax your resume to **919-550-0719. 09.21.26**