

Service Head – MEP

Job Description | Prepared by Cusec Consulting

Function / Department	Service / O&M (MEP)
Location	Gurgaon, Haryana (with multi-site travel)
Employment type	Full-time, Permanent
Experience required	15–20 years
Industry	MEP / EPC Contracting
Reports to	COO / Directors
Reference code	CUSEC-UE-SVC-MEP-HEAD-01
Posted on / Apply by	[DD Mon 2026] / [DD Mon 2026]

About the opportunity

This role is with a well-established MEP/EPC contracting organisation based in Gurgaon, delivering mechanical, electrical, plumbing, HVAC and fire-protection systems across industrial and commercial projects. The search is being managed by Cusec Consulting, a management and talent-advisory firm partnering with leading real-estate, infrastructure and MEP/EPC organisations.

We are seeking a Service Head – MEP to lead the complete MEP service and O&M function across HVAC, electrical, plumbing/public-health and fire-fighting systems — owning service delivery, the AMC/CAMC business, the service team, spares, and service revenue and margins.

Role overview

Reporting to the COO / Directors, the Service Head – MEP holds overall accountability for the company's MEP service and operations-and-maintenance (O&M) business — preventive and breakdown maintenance across all MEP systems, AMC/CAMC contract delivery and growth, service-team leadership, spares and vendor management, client/SLA management, and service revenue and profitability. The role suits a seasoned service leader who can run a service P&L, build repeat business, and deliver high equipment uptime and client satisfaction.

Key responsibilities

- 1. Service and O&M delivery.** Hold overall responsibility for preventive (PPM) and breakdown maintenance across all MEP systems — HVAC, electrical, plumbing/public-health and fire-fighting — for AMC/CAMC and project O&M sites, ensuring uptime, SLA adherence and client satisfaction.
- 2. AMC business and service revenue.** Drive AMC/CAMC contract acquisition, renewals, scoping and pricing; own service revenue targets and margins and grow the service P&L.

3. Team leadership. Lead discipline service leads, engineers and technicians across HVAC, electrical and PHE & FF; plan manpower and rosters, and drive training, performance and accountability.

4. Spares, inventory and vendors. Manage spares planning, inventory and service-vendor/OEM relationships to ensure availability and timely closure of service calls.

5. Client and SLA management. Act as the senior service interface with clients; manage SLAs, escalations and complaint resolution; and build repeat and renewal relationships.

6. Systems, safety and compliance. Implement CMMS/service-management systems and standard O&M procedures; ensure QHSE and statutory compliance (including statutory fire-system testing); and maintain service documentation.

7. Reporting and improvement. Provide service MIS to management; analyse call trends, reliability and cost; and drive continuous improvement and energy optimisation.

Required qualifications and skills

- B.E./B.Tech in Mechanical or Electrical Engineering (or equivalent).
- 15–20 years' experience in MEP service / O&M, including several years leading a service or O&M business across disciplines.
- Strong AMC/CAMC commercial acumen with a track record of service revenue and margin growth.
- Proven leadership of multi-disciplinary service teams across multiple sites.
- Working knowledge of CMMS/ERP; sound understanding of HVAC, electrical, plumbing and fire-protection systems and statutory requirements.

Preferred (good to have)

- Post-graduate qualification in Management; energy-management exposure.
- Experience building an AMC/service business from the ground up.
- Experience across industrial and commercial facilities.

What we offer

- A senior role owning the MEP service business in a growing MEP/EPC organisation.
- Direct exposure to the directors and ownership of the service P&L.
- A competitive compensation package, commensurate with experience.

How to apply

Apply on the career portal of Cusec Consulting LLP at <https://cusecconsulting.com/careers>

Cusec Consulting is an equal-opportunity partner. We welcome applications from all qualified candidates regardless of gender, age, religion, caste, or background.