Service Head – HVAC

Job Description | Prepared by Cusec Consulting

Function / Department	Service / O&M (HVAC)
Location	Gurgaon, Haryana (with multi-site travel)
Employment type	Full-time, Permanent
Experience required	10–15 years
Industry	MEP / EPC Contracting
Reports to	Service Head – MEP / COO
Reference code	CUSEC-UE-SVC-HVAC-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 – HVAC to lead the service and O&M function for HVAC systems — delivering preventive and breakdown maintenance, executing AMC/CAMC contracts, managing the service team and spares, and ensuring equipment uptime, SLA adherence and client satisfaction.

Role overview

Reporting to the Service Head – MEP / COO, the Service Head – HVAC is responsible for the end-to-end service and O&M of HVAC systems — leading planned preventive maintenance (PPM) and breakdown response, delivering AMC/CAMC scope, managing the discipline service team and spares, and owning client service relationships, SLAs and discipline service performance.

Key responsibilities

1. HVAC O&M delivery. Lead planned preventive maintenance (PPM) and breakdown maintenance of chillers, AHUs/FCUs, VRF/VRV systems, cooling towers, pumps, ducting, controls and BMS, ensuring high uptime and reliable performance.

2. AMC delivery and revenue. Deliver HVAC AMC/CAMC scope, support contract acquisition and renewals, and meet service revenue and margin targets.

3. Team leadership. Lead HVAC service engineers and technicians; plan rosters and manpower; and drive training, performance and accountability.

4. Spares and vendors. Manage HVAC spares planning and inventory and coordinate with OEMs/vendors for timely closure of service calls.

5. Client and SLA management. Manage service clients, SLAs, escalations and complaint resolution, and maintain clear service reporting.

6. Performance, safety and compliance. Monitor equipment performance and drive energy optimisation and reliability improvement. Ensure QHSE and relevant statutory compliance, and maintain service documentation.

Required qualifications and skills

- B.E./B.Tech / Diploma in Mechanical Engineering (or equivalent).
- 10–15 years' experience in HVAC service / O&M, including team leadership, within MEP/EPC or facilities/O&M organisations.
- Strong technical knowledge of HVAC systems, maintenance and fault diagnosis.
- Experience delivering AMC/CAMC contracts and managing SLAs and client relationships.
- Working knowledge of CMMS/ERP and service reporting.

Preferred (good to have)

- AMC/service business-development exposure.
- Energy-efficiency / reliability-improvement experience.
- Experience across industrial and commercial facilities.

What we offer

- The opportunity to lead the HVAC service function in a growing MEP/EPC organisation.
- Ownership of service delivery and client relationships.
- 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.