

Position Title: Customer Service Representative

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Reports to: Office Manager

1. Summary of Duties:

The Customer Service Representative reports to the Office Manager and is responsible for creating a positive first impression for the Green Valley Cooling & Heating to all callers and visitors. The position is further accountable for the efficient operation of Green Valley Cooling & Heating's switchboard and is responsible for assisting in the administration and documentation of all service tickets.

Initiative, integrity, organizational, and supervisory skills are essential to achieving departmental and corporate goals in this position. Job-related contact can occur with virtually all-demographic groups, with the majority of daily contacts being with Green Valley Cooling & Heating service customers, suppliers, and service technicians.

Representative duties include:

Operating a 10 line telephone system. Answering and transferring callers to the appropriate department and staff member. Taking and distributing messages as needed.

Greeting, announcing and directing visitors and customers.

Scheduling service jobs taking into consideration the expected complexity of the job versus the experience and capabilities of available technicians.

Completing daily billings and documentation of all service tickets.

Tracking callbacks on service calls and preparing a monthly call back report.

Helping in the resolution of customer complaints in a timely, efficient and cost-effective manner, and reporting all such incidents to the President.

Cross train in the bookkeepers job and be able to provide back on as needed basis.

Assisting the sales department with equipment installation scheduling and equipment ordering.

Completing warranty paper work for all warranty jobs.

Work with field technicians on documentation issues.

Assisting the sales staff with mailings of promotional material.

Performing general clerical and administrative functions as directed.

2. Job Qualifications:

AA degree business or office administration

Knowledge of HVACR-related terms, training, job-costing, marketing and sales.

Proficiency in working with a 10 line or higher switchboard.

Excellent telephone and customer service skills.

Ability to handle multiple tasks efficiently.

Ability to operate all modern administrative office machines including, a word-processor, computer, typewriter, copying machine, fax machine, calculator, printer, base radio, etc.

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Excellent oral and written communication skills, including the ability to work with diverse customer groups, all personnel levels in the HVACR field, suppliers, and customers.

Knowledge of HVACR-related terms, training, job-costing, marketing and sales.

Skill and ability to sell service jobs and service contracts, face-to-face, in a letter, and on the phone.