

Job Title:	Client Care Representative	Job Category:	Administrative – Hourly
Department/Group:	Service 07/09	Job Code/ Req#:	
Location:	Naples	Travel Required:	No
Level/Salary Range:		Position Type:	Full Time
HR Contact:	Kurt Englund	Date posted:	
Will Train Applicant(s):		Posting Expires:	
Posting:	<input type="checkbox"/> Internal <input type="checkbox"/> CAC Website <input type="checkbox"/> Craig's List <input type="checkbox"/> Job Spot <input type="checkbox"/> ACCA <input type="checkbox"/> HVAC Agent <input type="checkbox"/> Monster <input type="checkbox"/> Other:		
Applications Accepted By:	Kurt Englund, HR Manager: Fax or Email: (239) 643-0400 or HR@ConditionedAir.com		
Job Description			
<p>Job Summary: Multi-tasked individual with high level customer service skills to schedule, coordinate and assign technicians to daily service calls. Must be able to communicate effectively and possess a working knowledge of computers, modern office practices and procedures.</p> <p>Hours: Mon. thru Fri. (hours TBD, between 7:30 am and 6 pm) 1 hour lunch and possible Saturdays. Extended hours and Saturday schedules may be required.</p> <p>Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.</p> <p>Tasks & Responsibilities:</p> <ul style="list-style-type: none"> • Customer Service—the individual manages difficult customer situations, responds promptly to customer needs and solicits customer feedback to improve service. • Answering incoming calls, entering information into Service Master, scheduling & coordinating appointments with Service Techs effectively and efficiently. • Routing maintenance and service technicians based on technician skill level & geographic location. • Promoting maintenance plans and programs. • Insure proper communication between the customers and the Maintenance and Service Technicians. • Communicating to all customers the estimated arrival time of the technicians. • Insure payment arrangements have been made prior to dispatching calls. • Verify technician times for the job as it relates to the work they are performing. • Provide a list of parts and filters needed for the following day to the Warehouse or Purchasing Dept to be pulled for each technician. • Mail reminder letters and make follow up calls for maintenance contract customers. • Be a positive and encouraging presence in the office and to always treat customers and coworkers with dignity, respect and professionalism. • Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance. • Participate in all company meetings. • Other duties as assigned. 			

Relationship to Others

The Client Care Representative works directly with the Dispatch Coordinator and also closely with other management team members and with internal support staff. Optimally, over time the Client Care Representative will have increased opportunity and assume increased responsibility. It is therefore necessary that the Client Care Representative maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Client Care Representative must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Client Care Representative will perform a lead role in promoting interdepartmental communications and cooperation.

Required Skills/qualifications:

- A calm and courteous demeanor. Ability to remain pleasant and positive in a high stress environment.
- Excellent attendance and punctuality.
- A professional appearance and telephone manner is essential.
- Knowledge of customer service principles and practices.
- Must have Knowledge of Office Administration procedures and use and operation of standard office equipment at a level generally acquired through 3+ years related experience.
- Must be proficient in MS Word and Excel.
- Knowledge of air conditioning / HVAC terminology a plus.

Working Conditions: Inside office environment.

Physical Demands: Regularly required to stand or sit, and move about the facility.

Education and Formal Training:

- High School diploma or GED preferred.

Experience:

- 1+ year's experience with dispatching.
- HVAC experience a plus!

Materials and Equipment Used:

Office Equipment; phone, copier, computer, and fax.

Affirmative Action / Equal Opportunity Employer -- M/F/D/V --DRUG FREE WORKPLACE

		Date:	
Approved By:		Date:	
Last Updated By:	Kurt Englund	Date/Time:	4-21-15