



Date
05/10/2019

Job Description and Responsibilities:
CSR & Service Dispatcher

Job Summary:

Ashland Comfort Control a family owned, customer focused, service company and the premier Heating, Air Conditioning and Plumbing contractor in North Central Ohio. We are currently seeking to add a Customer Service Representative (CSR) & Service Dispatcher to our friendly, energetic and enthusiastic team. We take pride in providing the absolute best experience for our customers, the best products available on the market and have the highest standards for installation and service. Our vision is to consistently exceed our customers' expectations, provide our employees and their families with a place they are proud to work and give back to the community that has supported us since 1980.

If you are detail oriented, assertive, enthusiastic, motivated, active and sociable this position may be for you. You will also be confident, dependable, have a positive attitude and be constantly focused on providing an exceptional customer experience above all else. The ability to effectively communicate in person, over the phone, and electronically is imperative as well as the ability to thrive in a fast paced, team environment. While administrative in nature, this position is critical to the success of our business and opportunities for growth and advancement are available should you be successful.

Key Responsibilities:

- Primary responsible for answering the telephone and assisting customers with immediate service needs or re-directing to the appropriate ACC co-worker.
- Adhere to company scripts while greeting and assisting customers in a helpful, professional manner. A pleasant demeanor, the ability to display empathy and the proper tone of voice both on the phone and in person is vital to this position.
- Daily scheduling and dispatching of HVAC & Plumbing service technicians for maximum efficiency and customer satisfaction.
- Effectively communicating with customers, technicians and suppliers to set reasonable expectations and then striving to exceed those expectations.
- Maintaining a company database of all relevant customer information (equipment, filter size, contact information, etc.).
- Serve as the company lead coordinator which involves collecting, documenting and distributing installation leads to the appropriate comfort advisor.
- Assisting with company e-mail marketing, social media accounts and website updates.

Job Requirements and Qualifications:

- A desire to provide exceptional customer service at all times, regardless of the conditions or circumstance.
- Effectively communicate, display empathy, ask relevant questions and build rapport with both customers and co-workers.
- Work well in an office environment, maintain a positive attitude and be willing to collaborate and cooperate with others for the good of the company.
- Must be proficient with computers/technology, Microsoft Windows and Office Suite.
- Must maintain an acceptable professional appearance, attitude and demeanor at all times.
- Experience and/or familiarity with any technical field of work, preferred, but not required
- Must have reliable transportation and be punctual for scheduled work days and times.
- Must be able to pass a pre-employment drug screen and background check prior to employment.

Benefits/Compensation:

- Compensation Based on Experience
- Company Supplemented Health, Life and Vision Insurance
- Paid Holidays/Vacations/ Sick time
- SIMPLE IRA Retirement Plan with 3% Company Match
- Continuing Education & Tuition Reimbursement