
Job description

Customer Service Representative Summary:

Mack Morris Heating and Air Conditioning is a Heating and Air Conditioning company that is seeking a full-time Customer Service Representative to join our team located in Ruckersville, VA. This position is a customer facing role that handles customer calls to ensure overall customer satisfaction is achieved. The ideal candidate will have a high level of attention to detail, the ability to effectively multi-task in a fast-paced environment and demonstrates excellent problem-solving skills. This position serves as the primary communicator between Mack Morris Heating and Air Conditioning and customers of our organization. A sense of commitment to customer satisfaction and the ability to work well in a team environment are ideal for this position. Superior communication skills and a positive, friendly attitude are critical to success in this role.

Customer Service Representative Responsibilities:

- Answer incoming phone calls from customers and enter information into company specific software system. Prioritizes tasks accordingly.
- Assign maintenance jobs.
- Monitor online dispatching board.
- Answer inbound calls and assist them as needed to help ensure the routes are able to be completed to customer expectations.
- Assist with Operations Manager and other employee requests related to dispatch and route completion.
- Monitor and utilize web-based applications, tools, and reports.
- Handle customer concerns in an expeditious and professional manner
- Perform day-to-day administrative tasks, i.e. email, electronic file management, etc.
- Handle our customer “pipeline” and SBE dashboard
- Perform other duties as assigned

Job Requirements Knowledge/Skills/Abilities:

- Ability to establish a high level of trust and credibility in the organization.
- Must be extremely detail oriented and able to accurately process transactions.
- Proactive and resourceful. Ability to work effectively in a fast-paced environment.
- Ability to effectively communicate verbally and in writing at all levels of the organization.
- Proficient computer skills, including but not limited to: MS Word, Excel and database programs.
- Critical thinker with strong analytical skill set.
- Will train inhouse the software systems that we use

Dispatcher Experience/Education:

- High school diploma required
- 1-2 years previous call center, customer service, records clerk, data entry, administrative, or other related office experience preferred.

*

We offer a competitive salary plus health insurance benefits. Email us today with your resume to schedule an interview.