

Job Title: Customer Service Representative

Reports To: Director of Operations & Sales

Rate of Pay: Hourly Wage - Starting \$16-19

*Pay is dependent on the skill/experience of the individual.

Description

Join our team at John's Heating & AC in Stanton, Iowa! We excel with our expertise in heating, air conditioning, and service repairs for both commercial and residential clients. We're seeking a Customer Service Representative to provide exceptional support to our valued customers. No prior experience is necessary; we will provide comprehensive training.

Candidates must be dedicated to delivering outstanding service and possess excellent communication skills. We offer competitive pay based on skills and experience, along with opportunities for growth. We also have a benefits package available. Come join us and embark on your career in customer service within the HVAC industry!

Responsibilities

- Assist with dispatching technicians and managing parts inventory to ensure timely service delivery.
- Handle customer accounts and maintenance agreements with care and attention to detail.
- Process warranty registrations and submissions accurately and efficiently.
- Collaborate with team members to ensure smooth operations and customer satisfaction.
- Maintain organized records and assist with administrative tasks as needed.
- Adhere to company safety protocols and regulations to ensure a secure work environment.
- Demonstrate a proactive approach to learning and improving customer service skills.
- Provide support for other departments and perform additional duties as assigned.

Requirements

- High school diploma or equivalent.
- Proficiency in computer applications such as Microsoft Word and Excel, must have a skill set that allows learning the dispatching software utilized in our operations.

- Strong customer service orientation with a willingness to learn and grow.
- Excellent communication skills and ability to work effectively in a team environment.
- Reliability, punctuality, and a positive attitude are essential.
- Ability to multitask and thrive in a fast-paced environment.

Other Employment Considerations

- Scheduled time off requests are appreciated as soon in advance as possible.
- Considerations for pay increase are contingent on successful completion of tasks assigned and or 90 days of employment; annual considerations following hire.

To apply please email Kassie Houdek at kassie@johnsheatac.com.