



Job Description – Customer Service Representative

Description:

The Role of the Customer Service Representative is to accommodate, coordinate, and maintain the logistical functioning of the service dispatch with the highest regard to customer service. Showing extreme empathy and the willingness to help all customers concerns and book the dispatch. Through coordination of the service team and service technicians, service customer needs, while maintaining a cohesive relationship with installation department. To also aid in the promotional aspects of the membership growth.

General Responsibilities

- Through proper communication with technicians, and main dispatcher, service dispatch entry will establish an environment that results in excellent customer service.
- Answer phones and book all dispatches as needed to service our customers
- Help manage the promotion of Membership accounts in order to maintain proper communication with customer and insure accurate information is collected to continue growth of memberships.
- Make sure Service Technician Professionals are dispatched in the most effective time management, and insure flow of information between office / customer / Service Technician professional is maintained to ensure excellent customer service.
- Help promote monthly membership drives.
- Make membership maintenance and renewal phone calls. Aid in scheduling yearly maintenance cleanings, and any follow up as needed.
- Follow through with all information collection on the Web Portal, Home Depot Portal, and Generac and Mitsubishi Leads to ensure customer communication and needs are met.
- Manage customer accounts in order to maintain proper communication with customer and insure accurate information is collected to ensure Service Professionals are

dispatched in the most cost effective way, while we maintain and ensure excellent customer service.

- Manage Portal files and records, and all necessary information in ESC.
- Follow through with customers to ensure their best satisfaction.
- Track all Service Professionals progress on managing dispatch, scheduling, and all paperwork completed, resolve any issues, and ensure customer satisfaction is excellent.

Daily Responsibilities:

- Answer all customer calls with warmth and empathy to their needs.
- Schedule dispatches in an efficient and timely manner.
- Work with service team to ensure efficiency and customer service
- Manage all Web Portals, and Home Depot portal account if needed.
- Brief Customer Service Coordinator daily with review on Dispatches, Maintenance, Warranties, Opportunities, Issues, and Improvements.
- Ensure that office policies and procedures are being followed and maintained.
- Communicate with all department employees to ensure efficient work flow.
- Work with Installation to coordinate all service calls that cross over.
- Special Projects