

Date: November 1, 2021

Service Dispatch/Customer service

Is an HVAC company that has been serving the Portage Area for over 35 years. We are looking for employees that can help us live up to our motto "The professional choice" Its owners Robert Marquardt and Vernon Carlson each have 30 plus years of experience in the industry.

Johnson Mechanical is a residential/Light commercial service company; however it's also deeply rooted in new construction of homes and light commercial. Robert has served as a project manager for commercial developments and multifamily housing. Vernon has worked his way up thru the ranks as a service technician and and lead installer on numerous residential and commercial projects.

Our success is a directly related to our team we employees. We encourage our team to be the best that our industry and community has to offer. Its not just doing the job and making it work it's the little things that matter. Customer relationships are key be courteous, clean up after yourself and make sure the owners are comfortable with their new systems and how to operate them.

We do our best to stay on top of the new trends in the industry, Training our technicians on new products and systems including refresher courses from time to time and making sure that they have the right tools for the job.

Job Description

In this position, the responsible person will communicate with the customer to determine service needs. This person will schedule and notify technician of assignments and enter necessary data into computer database. Performs related work as required.

Job Responsibilities:

- Primary responsibility is customer service.
 - Communicates with customers to determine their needs.
 - Schedules and notifies service technicians of work order assignments using GPS tracking and dispatching software.
 - Receives check-in call from the service technicians and informs workers of next job to respond to.
 - Supports service technicians.
 - Maintains customer repair records using computer database to give detailed history of the work performed at their sites.
 - Maintain dispatching board to ensure maximum efficient capacity of technicians.
 - Manage on-call schedule and notify technicians of their assigned weeks.
 - Notify answering service of the schedule and numbers to call in case of emergency.
 - Know and understand service work order module and service contract.

- Active in all facets of dispatch.
- Various reporting responsibilities as needed.

Requirements needed in order to be considered for this position:

- Requires a high school diploma...additional education a plus.
- Previous dispatching/customer service experience.
- Knowledge with computer dispatching (we use field Edge)
- Service billing
- Follow up and follow through with technicians and customers to help maintain good customer relationships.

Ideal candidates will have the following customer service related skills:

- A professional and courteous telephone manner.
- Ability to handle a multiple-lined phone system and dispatch to multiple field technicians.
- Patience and endurance to sit/stand behind a desk all day.
- Able to identify and handle the urgency of each task, and work in a high-stress position.
- Is detail-oriented with the ability to multi-task.
- Basic computer skills to include the following:
 - Proficient w/Microsoft outlook, excel and word.
 - Strong interpersonal skills such as, communication, problem solving, and organizational.
 - Perform a variety of tasks; works under general supervision of the service manager.
 - General office duties may include filing, sorting, answering phones in a CSR role, greeting customers, etc.

Additional skills that will be considered:

- Previous HVAC and/or Plumbing knowledge or experience helpful.
- Familiar with standard concepts of HVAC and/or Plumbing helpful.

Benefits

- Medical Insurance
- Retirement Benefit
- Paid holidays
- Paid Vacation
- We provide paid training and continuous education.
- Weekly training and coaching support.
- Winning team atmosphere
- Paid Holidays

Thank you for reviewing our opportunity, for immediate consideration please click the **APPLY NOW** button below.

****NO RECRUITER SOLICITATIONS PLEASE****

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