



Position: Customer Service Representative

Reports to: Customer Service & Installation Manager

Hours: Flexible – Average 6 hrs /day – Monday to Friday

Wage: Hourly

Responsibilities:

[Customer Interaction

- Answer incoming phone calls and emails relating to service and installations
 - Follow-up with appropriate personnel to insure timely action is taken
- Act as a communications conduit between customers, installers, service tech and department manager

[Service and Installation

- Complete service orders as required from site inspections and as directed by department manager
- Identify and order parts as noted by inspection reports
- Process MP forms, change orders and chargebacks (Costing, Quoting and Completion as directed)
- Inspect Service Parts prior to service being booked

[Administration

- Manage all job folders, file paperwork, keep job files properly up to date
- Maintain Project Binders for service and installation, put all paperwork into the binder as completed (service lists, inspection reports etc.) as well as files
- Process MP forms, change orders and Chargebacks (Costing, Quoting and Completion as directed)
- Work with designers, add changes or paperwork as given from sales/ technical design to job folders

[Scheduling

- Communicate scheduling of Installations and service calls as directed
- Schedule finals and service as directed by manager

[Position Goals and Objectives

- 90% of service lists and inspection reports processed within 24 hrs.
- 95% service order accuracy
- 95% accuracy of service parts inspection – No trips to site with improper parts
- Job reports filled out accurately and updated daily