

Job description

Our CSR/Dispatchers are responsible for addressing customer inquiries and coordinating the field activities of our service technicians in a courteous, efficient, and professional manner.

The ideal candidate:

- is able to estimate driving times to and from various locations within Simcoe County and Muskoka
- possesses basic computer and administrative skills
- is friendly, energetic, and professional on the phone
- is able to accomplish shared objectives with coworkers

Responsibilities include:

- managing inbound and outbound communications by phone, email, and text.
- identifying customer needs in an efficient manner by following our scripts, probing for pertinent information, and asking for clarity as needed.
- reducing callbacks by scheduling the right technician at the right time with all necessary information.
- data entry (customer details, lead sources, detailed notes, warranty claims, etc)
- assisting the service technicians with invoicing, payments, and part orders.
- keeping our service technicians busy by scheduling maintenance calls, and selling service plans during slower seasons.

SMHC offers:

- competitive wages with room for professional growth and development.
- a comprehensive benefits package.
- an energetic office environment with various incentives (e.g. rewards for 5-star google reviews).
- paid training to learn the basics of residential HVAC.

Job Types: Full-time, Permanent

Salary: \$20.00-\$26.00 per hour

Expected hours: 40 per week

Benefits:

Casual dress

Dental care

Extended health care

Paid time off

Schedule:

Monday to Friday

Ability to commute/relocate:

Orillia, ON L3V 7T4: reliably commute or plan to relocate before starting work (required)

Experience:

dispatching: 1 year (preferred)
Work Location: In person