JOB DESCRIPTION

Customer Service Representative

Department: Commercial Service

Supervisor: Customer Service Manager

Date Written/Revised: December 2019

Job Description Classification: Hourly

Moore’s Electrical & Mechanical Construction installs, maintains, and services electrical, heating, air conditioning, piping, and plumbing systems for all types of commercial and industrial buildings in Virginia and North Carolina. The Customer Service Representative is the primary source of communication with all of our Service Technicians and customers.

Scope of Authority: None

Working Conditions: All of the Customer Service Representative’s time will be spent in the Altavista office. Overtime required as needed.

As a Customer Service Representative, your responsibilities include, but are not limited to:

* Consistent communication between Service Technicians and customers
* Receive service calls via phone, emails, and customer websites
* Input work order with detailed information and monitor work order progress through completion
* Update customer through phone, emails and customer websites throughout work order progress
* Review call history before dispatching service calls to avoid duplicate service requests
* Prioritize and dispatch service calls based on your coverage areas
* Follow up on emergency overnight and weekend calls for any that need to be handled immediately
* Review completed work orders daily and send to billing team
* Review and update Open Call Report weekly

A Customer Service Representative should have the following qualifications and education requirements:

* High School Diploma or equivalent
* Strong leadership and customer service skills
* Strong communication skills both written and oral
* Able to prioritize tasks and multi-task if needed
* Able to work individually with a teamwork mindset
* Willing to assist and collaborate with others when issues arise
* Clean driving record and dependable transportation
* Proficient computer skills including Microsoft products as well as efficient typing skills
* Call center experience a plus

Name Date