

# Customer Service Specialist

Minneapolis, MN

Full-time

Salary: \$20.00 to \$34.00 /hour

## Customer Service Specialist

### About the Role

Midwest Mechanical Solutions represents some of the best-known equipment brands in the commercial and industrial HVAC markets. We are an entrepreneurial, dynamic, and growing organization. This is a roll-up-your-sleeves role that will include on-site technical and system experiences with some of our most exciting projects (laboratories, hospitals, etc). This role can grow with you.

With minimal supervision the Customer Service Specialist will coordinate customer service requests from initiation to completion using internal technical resources or subcontractors to efficiently schedule work assignments. The Customer Service Specialist will partner with the local service manager to ensure the service deliverables are completed to the customer expectations.

### Job Responsibilities Include

- Schedules, dispatches and coordinates technical activities for installation, startup, repair, and warranty of system equipment
- Communicates upcoming work schedules to the customer and internal sales team using multi-channel communication (email, phone, text)
- Updates technician work assignments using service business management software
- Follows up on activities to ensure completion within an established timeframe
- Generates customer quotes for repairs, retrofits, and equipment replacements
- Manages inventory and procures material
- Processes completed work requests and generates customer invoices
- Monthly reconciliation of accounts payable and accounts receivable
- Proactively monitors open workorders and manages workflow until the work is completed
- Serves as primary point of contact for customers, technicians, sales team members and the service manager
- Manages warranty claims and material returns
- Researches and follows up on assigned action items
- After job completion, follows-up with the customer to ensure the work was satisfactorily completed
- Answers any customer inquiries and resolves or escalates customer issues to the sales team or the service manager

- Other duties and administrative activities as assigned

## **Job Requirements**

### **Required**

- High school diploma or equivalent
- Strong written and verbal communication skills
- Must be highly proficient in Microsoft Office including Outlook.
- Must demonstrate the ability to work independently and demonstrate solid organizational skills and attention to detail
- Must have strong interpersonal skills and effectively communicate with both internal and external customers

### **Preferred**

- Associate's degree preferred.
- Three years + HVAC industry experience; preferably in service scheduling and dispatch