

ALL AMERICAN FACILITY MAINTENANCE, INC.

Nationwide Facility Maintenance Company is currently seeking a qualified candidate to fill our Customer Service Representative position. As **Customer Service Representative**, you will be responsible for opening, dispatching and maintaining service work orders. The ideal candidate will have mature customer service skills, strong verbal and written communication skills, and be proficient in Excel and Outlook. We are looking for career minded candidates who are willing to learn and grow with the company.

Essential Duties and Responsibilities:

- Respond to all messages left overnight.
- Check all email accounts from the night before
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Enter and dispatch work orders.
- Schedule and dispatch multiple technicians, in multiple trades to appropriate locations, according to customer requests, specifications, or needs, using text, email and or office telephones.
- Confer with customers or supervising personnel to address questions, problems, or requests for service calls and part installations.
- Locate qualifying and recruiting vendors in response to our client needs.
- Arrange for necessary repairs to restore service and schedules.
- Forecast workload for 2-3 days out if possible.
- Verifying Field Technicians scheduled time and date of the work.
- Call subcontractors 24 hours after the scheduled completion date to verify completion or update the status.
- Closing all service calls in the system when work is complete.
- Update customer web based portals.
- Acquire necessary materials in order to fully complete the job.
- Answer phones, handle customer complaints and issues
- Act on all incoming faxes.
- Relay work orders, messages, or information to or from technicians, supervisors.
- Enter accurate and complete notes in the system regarding correspondence with customers and subcontractors.
- Record and maintain files or records of customer requests, work or services performed, charges, expenses, inventory, or other dispatch.
- Other duties assigned.

Minimum Qualifications (Knowledge, Skills, and Abilities):

- High School Diploma or G.E.D. is required.
- Ideal candidate comes with up to 2 years of experience in customer service, or retail services.
- Proven experience as a customer service dispatcher or other relevant experience.
- Experience in call center environment-multiple phone lines and customer service.
- Active listener with strong verbal and written communication skills
- Strong verbal and written communication skills
- Demonstrated customer service excellence.
- Extensive use of computerized client management systems.
- Sound Judgement and Critical Thinking Skills
- High attention to details