



"DISPATCH CSR & OFFICE ASSISTANT"

JOB POST DATE:

- Dec 31, 2024

JOB START DATE:

- TBD

DEPT:

- Dispatch & Customer Service

ROLE:

"DISPATCH CSR & OFFICE ASSISTANT"

(minimum 2 years of both dispatch and customer service experience, no exceptions)

**Experience in the HVAC industry an asset, but not mandatory*

JOB TYPE:

Full-Time

SHIFT, SCHEDULE, ATTIRE:

- Monday-Friday
- 9:00am-5:00pm with the flexibility of 8:30am-4:30pm
- Occasional Overtime hours with Overtime compensation
- Expected 40-44hours per week
- Attire: Office Business/Casual

LOCATION:

- Markham, ON

WAGE/SALARY:

- \$37,000.00 - \$43,000.00 CAD annually
- Wage/Salary will depend on the candidate's credentials and experience and will be discussed during the interview process
- There will be a mandatory 6 month probationary period upon hiring

BENEFITS:

- Outstanding work culture/office environment
- Ongoing training and professional development opportunities
- Opportunity to grow within the company
- The chance to work with a reputable and growing company
- Free parking





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SPECIFIC REQUIREMENTS:

- English – speaks English at an idiomatic level as well have having exceptional written grammatical skills.
- Must have a valid driver's license and own reliable vehicle to communicate daily to/from work.
- NO criminal record and will be able to provide an Ontario Vulnerable Sector Check within the past six months (at your own expense) if hired for this role.
- Must have an O.S.S.D.
- Post secondary education an asset.
- Valid WHMIS and Safety Awareness Step 4 certifications, or willing to obtain these certifications (at your own expense) prior to or upon employment – mandatory by the Ontario Ministry of Labour (MOL)
- References must be provided.
- Must be legally entitled to work in Canada

EXPERIENCE:

- Previous Dispatch and Customer Service experience required, minimum 2years experience.
- HVAC, Dispatch, Corporate Environment and/or Call Centre preferred.
- HVAC Industry Knowledge an asset.
- Dispatching and knowledge of logistics of York Region and the GTA preferred.
- Knowledge of "Housecall Pro", "Jobber" an asset, but not required.
- Capable to concurrently type and use various computer programs while carrying on a conversation on the telephone.
- Ability to effectively resolve customer complaints to the satisfaction of both customer and the company.
- Competent working well under pressure, understanding business processes.
- Ability to multi-task in a fast-paced, pressure filled, team environment.
- Strong co-ordination and organizational skills.
- Has technical proficiency.

WHO WE ARE: <https://hargraveheating.com/>

Hargrave Heating & Air Conditioning is a professional HVAC company proudly servicing York Region and the GTA since 2007. **Customer Service and attention to detail are of the utmost importance to our business.** We are a dedicated, dynamic and passionate team who highly care about providing excellence in the HVAC industry and to our customers. In addition, we highly care about providing an exceptional, professional and positive working environment with pro-active and encouraging like- minded business professionals. Our work family dynamic is supportive and positive where everyone is valued, appreciated and stronger united, no matter what position you hold.

THE IDEAL CANDIDATE:

The ideal candidate will possess dispatch, customer service and office administration experience, with the ability to clearly and effectively communicate with our clients and internal departments. The pro-active candidate must be able to calmly and confidently work in a fast paced environment, multi-task (especially handling multiple phone calls at once and clear digital note taking), problem solve, able to meet tight deadlines, has strong analytical and computer skills, as well as attention to detail. A definite Team Player, open to positive change and growth with internal company support and guidance. **Must have geographical knowledge of York Region, Durham Region and the GTA.** Must possess a good work ethic and be a self-motivated individual. Experience in the HVAC industry an asset. End goal is preferably a long term and fulfilling career at Hargrave Heating & Air Conditioning.

"DISPATCH CSR & OFFICE ASSISTANT"

JOB DESCRIPTION:

- Represents the face of the company in a very positive and professional manner, understanding that customer service is of the utmost importance and building long lasting business relationships with our clients, whether communicating by phone, e-mail, online and/or in person.
- Knowledgeable geographically in York Region, Durham Region and the GTA (Greater Toronto Area), as well as continuing to familiarize themselves with ever changing geographies in York Region, Durham Region and the GTA (Greater Toronto Area); including the frequent continuation of studying/utilizing Google Maps etc. to ensure familiarity with main intersections and landmarks. This is crucial to succeed in this role, being effective and efficient by coordinating schedules for service technicians, ensuring each team of technician's day is planned with service calls scheduled in a logical, time-effective manner.
- Utilize service management systems and software platforms to track job progress and technician availability as well as log all communication notes internally and with customers.
- Accountable for the delivery of excellence in customer service and problem solving.
- Management of incoming customer requests for residential HVAC products, concerns/questions, replacement(s) – sales leads, service maintenance, maintenance plan enrollment, ordering of parts.
- Promotes best advice to all clients pertaining to Hargrave's services and maintenance plans, looking for opportunities to up-sell where appropriate.
- Assist the sales department with issuing invoices, quotes, proposals and contracts.
- Assists A/R with collecting deposits and full payments for jobs.
- Effectively communicates and prepares customers for what to expect and have ready for when technicians arrive on the site, promoting easy access to work truck and tools with a focus on Health and Safety for the technician and home owner(s).
- Ability to multi-task, work under pressure, respond, in a timely manner, to all work related communications and deadlines(voice mail, e-mail, tasks etc.).
- Responsible for accurately logging all call details/actions in the company software platforms and delegating tasks, receiving tasks and completing tasks meeting deadlines.
- Responsible for always sustaining high customer service satisfaction levels and helping to maintain a positive work environment.
- Perform data entry tasks accurately and efficiently supporting A/P using pre-existing templates.
- Responsible for providing support assistance to other internal departments as needed and especially in slower seasonal times in the HVAC industry.
- Shows flexibility and a strong sense of organization and can balance between a variety of call types and business demands.
- Assist District Sales Managers, Sales Effectiveness Leads, Sales Support Manager and all other lines of business as required while completing administrative tasks in a timely manner with high attention to detail.

ONLY SERIOUS CANDIDATES MEETING OUR CRITERIA TO APPLY!



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HOW TO APPLY:

E-Mail ALL of the below requirements to hr@hargraveheating.com

- Cover Letter
- Resume
- References
- Copy of all valid Certifications

NOTE: While we thank you for your application, selected candidates will be contacted within 5-7 business days. If you do not hear from us within 5-7 business days, we will keep your application on file for three months, in which you are then welcome to re-submit your application after this time period.

Thank you again for your interest in a fulfilling career at Hargrave Heating & Air Conditioning.