

A/C MASTERS

OFFICE ASSISTANT

Job Summary: A/C Masters is seeking a qualified, hard-working individual to assist with the processing of service requests and financial documentation as well as the preparation of customer paperwork in an office setting. Applicants must also be prepared to answer customer phone calls when needed and to assist in the support of Customer Service Representatives in the task of scheduling, dispatching, and closing out incoming customer calls within a proprietary call center environment.

In keeping with A/C Master's commitment to education and ongoing improvement, candidates should be self-motivated and driven to consistently improve his/her performance as well as that of the service department by consistently meeting or exceeding sales, education, and performance goals.

The position is part time and includes opportunities for compensation based on department performance goals in addition to hourly pay and benefits.

Job Duties

- Provide Fast, Friendly, and Fun customer service to both internal and external customers.
- Answer incoming calls and emails related to service, billing, and other departments as needed.
- Support CSR staff in the scheduling of customer appointments in a timely manner.
- Support CSR staff in the transcribing and updating of customer files and information.
- Manage customer concerns and work to resolve them efficiently and effectively.
- Work with Office Manager to ensure accurate financial reporting and billing for A/C Masters, Inc.
- Help manage and maintain customer databases and company books.
- Other assigned duties as directed by management.

Job Requirements

Education Requirements:

- High school diploma or equivalent certification.
- 2-5 year experience in an office and/or customer service environment.
- Knowledge of concepts, practices, and procedures related to HVAC a plus.

Key Competencies:

- Honesty, integrity, and dependability.
 - Excellent customer service skills.
 - Critical thinking and problem-solving ability.
 - Detail oriented.
 - Adept at learning new systems and tasks.
 - Ability to multitask.
 - Self-Motivated, but also able to take direction and work as part of a team.
 - Proven ability to process high volumes of work with a high degree of accuracy.
 - Basic knowledge of Microsoft Office applications (Outlook, Excel, and Word).
 - Excellent written and verbal communication skills.
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- Basic knowledge of QuickBooks or similar bookkeeping software a plus.
 - Knowledge of Wintaq or Nextraq systems a plus

Physical Requirements:

- Must be able to sit for long periods of time.
- Must be able to work varying shifts including days, nights, and occasional weekends.
- A/C Masters operates as part of a drug and alcohol-free environment.

Position Compensation and Benefits

- Hourly pay.
- Potential for additional compensation based on department performance.
- Paid sick leave.
- 2 weeks paid vacation.
- Company subsidized medical, dental, and vision benefits.
- Term life insurance.
- Company sponsored simple IRA.

Equal Employment Opportunity

A/C Masters Heating & Air Conditioning, Inc. is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment. We will not discriminate against employees or applicants for employment on any legally-recognized basis including, but not limited to: race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, A/C Masters Heating & Air Conditioning, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.