

Job description

HVAC Dispatcher

Ideal Air LLC, a locally owned and operated company in the Blaine area, has proudly served the Minneapolis and North Metro region since 2018. Our expertise lies in providing top-notch HVAC service, maintenance, and installation for both residential and commercial clients. As we continue to grow and expand, we are seeking a dedicated customer service representative to join our team. In this role, you will play a vital part in scheduling service, maintenance, and repair calls across the Twin Cities Metro area. If you have prior customer service experience and enjoy working in a dynamic and collaborative team environment, then this is an excellent opportunity for you at Ideal Air LLC!

Responsibilities

- Answers inbound calls and schedules HVAC service and maintenance calls and demand calls.
- Ability to follow scripting, while prioritizing call types throughout the twin cities for maximum efficiency and success
- Must be Detail Oriented and have the ability to Multitask
- Help with outbound calls and other duties as assigned when needed.

Requirements

- 2-3 Year's Service Experience Desired
- Excellent Communication and Customer Service Skills
- Understands the importance and balance of teamwork and working effectively with our internal/external customers
- Ability to multitask under pressure
- Good written and verbal skills
- Good computer skills needed
- Ability to take initiative

Job Type: Part Time Hours 7:30am - 4:00pm

\$17-\$21 an hour

Flexible work from home options available.