



Position: Customer Service Specialist

Company: ThermalNetics, Inc. **Location:** Auburn Hills, MI
Status: Full Time Employee **Job Category:** Administrative
Travel: 10%, Locally

As the Customer Service Specialist for our company, your main goal is to maximize opportunities by getting the right technician to the right appointment. You will prepare and manage the daily schedule, while managing labor costs and providing excellent customer service. You will do this by prioritizing appointments based on a variety of factors while staying in constant communication with the team and customers. You will also be responsible for billing jobs, and making sure funds are collected in a timely fashion.

EDUCATION and/or EXPERIENCE

Associates degree or equivalent. One year dispatching, logistics or customer service experience.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Maintain and dispatch service technicians
- Customer contact and follow-up for repairs and replacements
- Provide estimates to customers
- Maintain customer database to ensure accurate records
- Prepare daily billing
- Process purchase orders and invoices
- Accounts receivables for the service department
- Assist with customer inquires
- Respond to service technician's requests
- Occasionally pick up and deliver parts to job-sites
- Review service work orders for accuracy and follow-up
- Assist with on-call dispatching on the weekends when scheduled
- Assist the entire Service team whenever and wherever possible

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. In addition to the listed duties, the employee must demonstrate strong communication, customer service, and problem solving skills. Attention to detail, punctuality and attendance on a consistent basis are vital to this role. Strong computer skills (Microsoft Office) are necessary. The employee must also adhere to all pertinent ThermalNetics policies, including drug and alcohol screening requirements and harassment policies.

ThermalNetics, Incorporated

ThermalNetics, Inc is a growth company that was founded in 1972. We employ approximately 30 people and have annual sales of approximately \$25M. Our corporate mission is “serving customers with innovative HVAC solutions”. In striving to provide the most economical owning experience for the end user, we provide equipment and services to ensure the air we breathe in our schools, hospitals, commercial buildings, etc. is something that will allow us all to live happier, healthier, and safer lives. We also do all we can to give people the chance to grow. Our employees enjoy working at a place that offers a small company environment with big company objectives. You’ll be challenged to innovate, encouraged to apply your knowledge and will be well-rewarded for results.

Contact Information

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