

## Office Manager & Customer Service

### Duties and Responsibilities

- **Must have great communication and organizational skills when it come notes using our software.**
- bi-lingual Spanish (Preferred)
- Process & enter all billing/driver/customer/data information into system and maintain inventory
- Word & Excel a plus
- Detail oriented and well organized
- Ability to multitask under pressure
- On call responsibility (during the winter Only)
- Preferred minimum 1 year heating oil industry/dispatching experience (but not required)
- Must have previous Sales experience (but not required)
- Take incoming customer calls (emergency) on the weekends and after hours.
- Schedule and coordinate all service calls as calls are received or deliveries as they come in via fax, email, or calls
- Create dispatch ticket for all calls on weekends and after hours
- Debrief Service Technicians after completion of each call (if necessary)
- Respond to all messages left overnight
- Maintain the dispatch board / schedule (Digital)
- **Contact customers with ETA if a driver/technician is running late**
- Maintain service reports and logs.
- Other duties and responsibilities as assigned
- Be punctual and on time to work with very little absenteeism especially in the winter

### DUTIES:

- Answer inbound calls using a company developed script.
- Schedule appointments with customers.
- Communicate with customers throughout the day and update them on their appointment times.
- Ensure that follow-up visits to customers are scheduled.
- Complete outbound customer satisfaction phone calls.
- Handle Customer Concerns and Complaints.
- Educate customers on products & maintenance agreements. (mostly online)
- Confirm next day scheduled calls and deliveries
- As needed, complete outbound phone calls to fill gaps in work schedules.
- Work closely with all Sales Staff to provide customers with the most positive experience.
  
- Maintain contact with drivers throughout their shifts and address any routing issues they might have or issues with the truck (Just incase dispatcher calls out)
- Update customers on the status of their deliveries including any delays that occur
- Answer calls from delivery drivers and relay any emergencies they have to the appropriate channels
- Help salespeople make a sale and provide information about our service/products
- Prior experience in a customer service setting a plus
- Proven problem-solving skills
- Ability to work well in a fast-paced environment

**Benefits:**

- \$18 - \$27/hour base pay!
- **Sign-on bonus: up to \$2,000! After 6 Months it will be paid**
- Paid training (2 weeks)
- Sales bonuses and incentives – unlimited income potential!
- Overtime available
- Option to work from home-if qualified