

Customer Care Representative

Are you interested in a successful career within a stable industry? At Preferred AC & Mechanical we are currently hiring a Customer Care Representative to join our Office Staff Team. We are a family owned & operated HVAC company located in West Palm Beach, Florida. If you are looking for a company where you are valued, can make an impact, and have an opportunity to further your career - *Let's talk!*

If YOU....

- Are friendly and have a positive attitude
- Have great communication skills
- Have an outgoing and enthusiastic personality
- Are customer service-oriented and dependable
- Have great work ethic
- Are honest and respectful of others

If this describes YOU, then this might just be perfect opportunity!

Job Description

Duties to include, but not limited to:

- Communicate with the customer to determine service needs from beginning to the end to ensure customer's needs are met and exceeded.
- Have good phone etiquette and love helping people
- Data Entry and maintain customer databases updated
- Prepare and process invoices
- Schedule Inspections and Processing Permits

Experience & Requirements

- Experience working in the HVAC industry a definite plus.
- Proficiency with Word, Excel, and Outlook Advanced
- Ability to multi-task and possess organizational skills
- Geographical knowledge necessary for service area
- Must be able to work in a fast-paced environment
- Possess an entrepreneurial spirit and great work ethic
- Must have a desire to learn and grow in the HVAC industry

Requirements:

- High school or equivalent
- Pass drug test and background check

Benefits We Offer Our Team:

- Competitive Salary
- Comprehensive Health Insurance
- Paid time-off
- Tuition Assistance