

## Assistant Dispatcher

Looking for an enthusiastic, positive person to answer phones and greet guests at a busy HVAC office.

This position requires excellent organizational skills, the ability to analyze, document, resolve, and de-escalate issues as part of providing excellent customer service.

Must be comfortable on the phone, be computer literate, be familiar with traditional office equipment, and have a pleasant phone voice.

Requires communication via phone and email, data entry, receipting in payments, and excellent organizational skills.

### Qualifications:

Comfortable talking on the phone

Excellent email communication

Able to multi-task

Comfortable with Microsoft Office Suite and computer software

Comfortable with data entry

Experienced with copier, scanner

Superior customer service skills

Able to work on a team

High school diploma or 6 months customer service experience

### Preferred Qualifications:

1 year of customer service experience.

1 year of experience working with a database.

1 year of office experience.

Please send resumes to A&H, Air Conditioning Heating, and Plumbing at [beth@ah-air.com](mailto:beth@ah-air.com).