



PLUMBING • HEATING • AIR CONDITIONING
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Job Opportunity

HVAC Service Dispatcher & Administrative Support

Plumbing, Heating & Air Conditioning Company - Princeton, New Jersey

Established plumbing, heating and air conditioning (HVAC) service business is seeking a full-time HVAC Service Dispatcher. We're seeking an individual with minimum three years HVAC dispatching experience to work within our Service Department. However, we will consider training the right person.

The person in this position receives customer requests for unscheduled or scheduled service; determines customer needs and matches the appropriate technician to the need. They communicate the services to be provided directly to the customer; ensure work has been performed to the customer's expectations and perform follow-up with the customer, as needed. In addition, they set up job files; order equipment and parts as needed for the jobs/service technicians; process permits; answer customer inquiries and resolve or escalate customer issues, as necessary. From initiation to completion this person is responsible for maximizing productivity and profitability by efficiently scheduling and dispatching technicians and ensuring technical service work is completed in a reasonable timeframe.

Excellent customer service and communication skills are required. Additionally, there are administrative, clerical and customer service duties. This position is full-time and requires strict attention to detail, prioritizing of work to meet deadlines and the ability to manage multiple demands in a fast-paced work environment. Prior experience with a construction or HVAC service company is strongly preferred.

Compensation & Benefits

Our benefits package is excellent and the majority of our employees have been with the company for 10+ years. Salary is commensurate to experience. The candidate must pass a drug test and a criminal/work history background check. Please e-mail your resume to jobs@reddings.com.

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