



Customer Service Representative

Are you looking for a great company to grow with? Do you love to contribute to the overall success of a team? Are you energetic, organized and thrive in a fast-paced environment? We want to meet you!

NW Mechanical, a well-established expert hydronic and HVAC company, is searching for a **Customer Service Representative**. This position will be the liaison between our customers and our field technicians regarding scheduling, scope of service, and questions that arise. The ideal candidate is organized, able to multi-task, team oriented and experienced with interacting with customers via phone and email. This position is Monday – Friday from 7 AM – 4 PM. Located in Shoreline.

Since 1977, NW Mechanical has lived by the motto "Your Comfort is Our Concern." We take pride in the high level of support we offer to our customers. Whether it is a new home with energy efficient heating and air-conditioning, or maintenance and repairs on aging heating and cooling systems, NW Mechanical has the expertise. Join one of Seattle's premiere residential HVAC service providers and learn about this dynamic growing industry.

Key Responsibilities of the Customer Service Representative:

- Respond to customer calls, emails, or texts
- Communicate with customers on schedule / expectations / concerns
- Scheduling and dispatching for service and install technicians
- Respond to questions / requests from technicians and install teams
- Follow up and scheduling for SPP customers

What the Successful Candidate will have:

- High School diploma or equivalent
- Previous experience with dispatching service personnel a plus
- Proficient computer skills (Word, Excel and Outlook). Company will provide training on service software
- Provide excellent support services for our technicians and our customers
- Organizational skills and a strong attention to detail
- Pre-employment drug testing will be conducted
- Positive attitude and excel at working with teams

Competitive Compensation:

\$20.00 to \$28.00 per hour DOE

NW Mechanical has Outstanding Benefits including:

- Paid time off and holidays
- Health, Dental & Vision insurance
- Retirement plan with company match
- Training & Development Opportunities
- Growth opportunities

All Things HR, an external HR Consulting Company, has partnered with NW Mechanical to assist with the hiring process. If this position sounds like the right fit for you, submit your resume, cover letter and salary requirements to jobs@allthings-hr.com.