

---

## Job description

We need an Installation Dispatcher to join our team!!

American Comfort AC is bringing comfort to America one home at a time. We're a family-owned heating and air conditioning service company, located in Buford, GA. American Comfort AC is building a legacy in the comfort industry. We achieve this by creating successful people within our organization.

We work hard, but play hard also with company events, dinners, lunches, tickets to various sports and local events, Christmas parties, spring picnics, and much more!

*If you are the ROCKSTAR looking to join a high energy, productive and fun environment, please apply!!*

### Skills and Qualifications:

- Exceptional Customer Service Skills
- Provide exceptional customer service, answer questions, and professionally handle complaints and concerns from customers.
- Day to day workflow management
- Ensure dispatch board is on schedule and within the set time constraints
- Knowledge of various municipalities in the Atlanta Metro area to pull and schedule permitting.
- Strong knowledge of the roadways in the Atlanta metro area
- Effectively communicate with Technicians: estimated travel time, estimated time to complete work, material and equipment needs, customer and billing requirements
- Effectively communicate with co-workers, supply houses, and vendors
- Answer incoming calls/place outbound calls to assist customers and technicians
- Maintenance Agreement Management and Sales
- Educate customers on the services and products we offer
- Participate in company-provided training opportunities
- Identify and report potential sales opportunities: new system, maintenance contracts, IAQ needs
- Ability to manage time efficiently and multitask
- Ability to work in a team environment in high-pressure situations
- Excellent verbal and written communication skills
- Computer/data entry skills
- Experience with Google Maps, Outlook, Excel, and Word

- Service Titan Experience is great, but not required
- Assist with device set up: iPhone, iPad, and integrated software
- Assist IT as needed
- Work with minimal supervision
- Must be able to work occasional evenings, weekends, and holidays as we rotate an on-call schedule
- Other duties as assigned

**We offer:**

- Top Pay
- Year-Round Work
- Company Paid Health Insurance
- Company Paid Life Insurance
- Company iPhone and iPad
- Paid Holidays
- Paid Vacation/Personal time off
- Ongoing Training
- Dental Available
- Vision Available
- LTD/STD/AD&D Available
- Always an opportunity for advancement, as we promote from within.

Come work with REAL people who care and do the right thing!!!

American Comfort AC, LLC is an equal opportunity affirmative action employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, marital status or domestic partnership status, disability, protected veteran status or military status, genetic information, or any other category protected under applicable law. American Comfort AC, LLC is committed to taking affirmative steps to promote the employment and advancement of minorities, women, persons with disabilities and protected veterans.'

**Job Duties:**

- Answer incoming customer inquiries
- Collaborate with management teams to stay updated on new products, services, and policies
- Record customer information within our customer service database

- Engage with clients in a friendly and professional manner while actively listening to their concerns
- Offer support and solutions to customers in accordance with the company's customer service policies
- Other duties as requested

Communication method(s) used:

- Email
- Phone

Pay: From \$40,000.00 per year