# **Job Description:** **Customer Service Representative / Dispatcher**

Primary responsibility is to respond to clients' needs through verbal and written communication as their primary point of contact in a timely manner while building trust and relationships with clients and prospects of Mountain Vista Window Washing LLC. Additionally coordinating and dispatching service technicians to customer locations in efficient and cost effective ways.

Overview of responsibilities include:

Customer Service Responsibilities

* Providing prompt response to clients needs in a professional, knowledgeable and friendly manner through company email, phone, and text.
* Perform confirmation calls 48 hours prior to scheduled job
	+ [Service Confirmation Script](https://docs.google.com/document/u/0/d/1nqTFQtG3x0XqA0R27MqgoxsbhGA8sivyHfbCW-airDQ/edit)
* Perform follow up calls within 24 hours of job completion
	+ Follow up call script
* Perform Invoice Follow up and collection for clients with outstanding balances
* Ensure resolution of any issues expressed by our clients.
* Preform customer reactivation on jobs without a follow up visit in 12-6 months
	+ Reactivation Script
* Provide call metrics for your performance.
* Respond to Google Reviews
* Post to all socials on a weekly basis
	+ Google Business
	+ Instagram
	+ Facebook
* Keep jobber organized by archiving old quotes, jobs, and requests

Schedule/ Dispatch Responsibilities

* Review approved quotes/ unscheduled jobs on a daily basis as they are received and ensuring they are scheduled to accommodate the following:
	+ The clients requests and needs
	+ The technicians safety and success
	+ The company’s sales goals and profitability (efficiency)
* Ensure scheduling efficiency and accurate job details.
	+ Prices are on line items and are aligned with current service rates and job minimums
	+ Locations are accurate and maximized for efficiency in drive time and labor costs
	+ Check that location and customer information is accurate
	+ Job Summary is relevant to this and not outdated job history
* Work harmoniously with the team and clients to achieve win-win job scenarios.
* Facilitating schedule changes as required (inclement weather, technician issues, down equipment)
* Report important job details to technicians in the Morning Huddle
* Track and order Supplies as needed
	+ Gutter guards
	+ Rubbers
	+ Scrubs
	+ Odd job materials
* Hold our service providers to company standards and policies.

Vision/ Improvement Responsibilities

* Tweek Jobber and operations to assume maximum efficacy and complete use of functionality
* Help implement new policies and continually work to improve yourself and the company through innovative ideas.
* Create and document systems for organization
* Participate in weekly meetings with Rowen to assure proper communication
* Work directly with Sales/ Rowen to achieve sales goals
* Overall performance is quantified by direct labor expense and revenue on the financial P&L.