

## **Customer Care Manager**

### **Position Summary:**

To coordinate appointments for technicians at customer sites to maximize productivity and be the liaison between the company, technician and customer. Deliver exceptional customer service reflective of Pezz Electric values.

### **Job Responsibilities:**

- Dispatch technicians to service calls and maintain technician schedules.
- Prioritize calls according to customer and/or operational need.
- Coordinate and maintain on call schedules for technicians and after hours procedures.
- Schedule calls, enter service calls, and debrief with technicians.
- Maintain complete, accurate and updated information in the customer database.
- Maintain communication with technicians via phone or online.
- Contact customers if there is a delay in there scheduled time.
- Perform administrative duties to assist with the overall efficiency of the operation.
- Effectively manage conflict resolution with customers through clear communication, addressing all concerns, questions, or problems expediently.
- Promptly report any service issues to the appropriate leader to ensure customer satisfaction is maintained.
- Address all concerns, questions and problems from customers and technicians. Utilize clear communication to manage conflict resolution.
- Participate in all company sponsored training classes.
- Maintain a courteous demeanor with customers and associates at all times.
- Maintain a professional image at all times by wearing company approved apparel.
- Abide by all standards of performance and ethics.
- Follow all safety policies and procedures.
- Perform other duties as assigned.

### **Knowledge, Skills and Abilities:**

- Minimum of 2 years prior industry experience in dispatch and coordination preferred.
- Basic computer skills including Word, Excel, and any other software used by the company.
- Attention to detail and follow-through.
- Ability to perform multiple tasks in a fast-paced environment
- Exceptional interpersonal and communication skills both written and verbal.
- Function in a team environment.
- Geographical knowledge of service area and/or map reading skills.

### **Education/Certification Requirements:**

- High School diploma or GED required.

### **Working Conditions:**

- Regularly spends long hours sitting and using office equipment and computers (80% of the time) in a cubicle office environment.
- Spends a majority of the work day on the telephone interacting with technicians and customers.

### **Physical Requirements:**

- Occasionally lift 5-10 pounds.

- Have good visual acuity and sufficient auditory functioning to operate computer-aided call management hardware, software and communications equipment.
- Ability to work extended hours, nights or weekends.

**The company offers all full time employees:**

- Medical, Dental; and Vision Insurance
- 401k
- Training
- Company paid one- week vacation PTO
- Direct Deposit
- Weekly Paycheck