

JOB DESCRIPTION

Position Title: Service Dept. Customer Service/Accounts Receivable

Department/Location Laconia, Court Street Office

Reports to: Service Dept. Manager

Status: Non-Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

Scheduling service work, dispatching service technicians, typing proposals, maintaining inventory and other responsibilities as assigned. Look for opportunities for improvement and efficiency gains.

Responsible for performing accounting functions related to the service dept. as well as additional tasks as necessary in support of other departments.

Essential Duties / Responsibilities:

- Answer telephone and assist customers
- Schedule Service Work
- Dispatch Technicians
- Posting Proposals for Installations
- Posting Vendor Purchase Orders
- Maintaining Service Dept. Inventory
- Coding and Posting Service Work Orders
- Posting Service Billing Invoices
- Reconcile Service Technician's daily time sheets
- Process credit cards and credits
- Research and resolve discrepancies
- Make account adjustments as needed
- Communicate with co-workers, management, customers, and other in a courteous and professional manner
- Perform any other duties as directed by Stafford Management
- Adhere to all company policies, procedures, and practices

Job Impact

- The Service Dept. Customer Service individual is responsible for ensuring that the tasks encompassed by the position are performed in an accurate, smooth, and efficient manner.

Job Authority

- The Service Dept. Customer Service individual has authority to perform the necessary job functions outlined in this job description.

Qualifications / Demonstrable skills:

- Customer Service Experience
- Excellent attention to detail
- Strong organizational skills
- Ability to communicate effectively with customers, co-workers, vendors, and management
- Ability to set priorities, work in a varying pace environment, multi-tasking when necessary
- Ability to work independently as well as part of a team
- Working knowledge of MS Office (Word, Excel, Outlook) applications
- Typing and working knowledge of office equipment

Education / Experience:

Associate degree and one-year experience or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.