



"The One That Gets It Done"



Family Owned Since 1921

405-848-1700

www.silvernailservice.com

JOB DESCRIPTION

OFFICE STAFF/DISPATCH

SILVERNAIL HVAC/P provides Heating, Ventilation, Air Conditioning and Plumbing services to the Oklahoma City Metro area.

We pride ourselves on premium comfort services and excellent customer care.

Family Owned and Operated.

The One That Gets It Done ... Since 1921

GENERAL JOB DESCRIPTION

Employee will conduct scheduling, invoicing, create customer profiles, dispatch Comfort Specialists to jobs and other duties put forth by the Vice President. This job will require excellent customer service and creating rapport with the customer over the phone. Starting this position, SILVERNAIL will provide a 3-week training and supervisory period. Upon completion of training checkpoints, the employee may be checked off for an independence phase.

Position requires two-way communication that is conducive to a functioning work environment.

DUTIES AND RESPONSIBILITIES

- Answer phone calls with appropriate phone etiquette.
- Gain extensive knowledge of the software used by the company for scheduling and dispatch.
- Able to create and send invoices to customers, as well as receive payments from customers.
- Receive job applications and pass them onto the President.
- Answer any and all questions presented by customers to the best of his/her ability. Delegate questions to the appropriate parties when necessary.
- Willingness to learn and adapt to the ever-improving environment of our company.
- Able to work well in a TEAM environment.

QUALIFICATIONS FOR THE JOB

Education:

- High School/GED

Experience:

- Office experience preferred, not required.
- Competent in Microsoft Word and Excel
- Answer the telephone in a professional manner.

Physical Requirements:

- Must be able to lift 25 lbs.



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TRAINING & SUPERVISORY PERIOD OFFICE STAFF/DISPATCH

TRAINING PERIOD – 2 WEEKS

Employee will work alongside the Vice President to learn how to:

- Conduct a professional phone call with our Customers
- Create a new Customer Profile
- Create a job, schedule that job, dispatch that job, and invoice that job.
- Send invoices to the Customer via email and text
- Receive payments in our software
- Conduct professional messaging with Customers in our software
- Create and send a Comfort Assurance Program (CAP) for a Customer
- Utilize our filing system
- Receive job applications
- Conduct other aspects of the job as provided by the Vice President

SUPERVISORY PERIOD – 1 WEEK

Employee will work independently while the Vice President is in office with the employee.

This is a time for the Vice President to evaluate the employee on the skills learned while the employee works alone. The Vice President is in office to answer any questions and provide real-time feedback to the employee.

The Vice President will check the employee off on the aforementioned skills above during this time.

The Supervisory Period of 1 week is subject to change, dependent upon the employees performance.

V.P. will train Office Staff/Dispatch (O.S.D.) new hires for a period of 2 weeks, supervise for 1 week and check off O.S.D. new hire for independence IF O.S.D. new hire meets the aforementioned requirements at the end of the 3 week training and supervisory period.

V.P. will continue to monitor O.S.D. new hires through recorded calls with customers along with customer reviews and feedback. If V.P. deems the O.S.D. new hires insufficient in independence, V.P. may revoke independence or employment at any time.

Standard training period is 3 weeks, including 1 week of supervision. O.S.D. new hires performance may extend training to insure the O.S.D. new hires receive the appropriate training to conduct O.S.D. duties & responsibilities proficiently and to the standards set forth by SILVERNAIL HVAC/P.