

Premier Construction & Management, LLC

Employment Application – Service Operations Coordinator

(HVAC & Plumbing Dispatch • Estimating • Invoicing • Service Coordination)

Premier Construction & Management, LLC is an Equal Opportunity Employer.

Date: _____

Desired Start Date: _____

Expected Salary: _____

Applicant Information

Full Name: _____

Address: _____

City _____ State _____ Zip _____

Phone _____

Email _____

Are you legally authorized to work in the United States?

☐ Yes ☐ No

Are you at least 18 years old?

☐ Yes ☐ No

Work Schedule

This position is:

- Monday–Friday
- 7:00 AM – 4:00 PM
- Hybrid (Office & Partial Remote)

Can you consistently work this schedule?

☐ Yes ☐ No

Employment History

Employer _____

Position _____

Dates _____

Reason for Leaving

Supervisor _____

Phone _____

Industry Experience

Years working in HVAC:

☐ None

☐ Less than 1

☐ 1–3

☐ 3–5

☐ 5+

Years working in Plumbing:

☐ None

☐ Less than 1

☐ 1–3

☐ 3–5

☐ 5+

Have you previously worked in a dispatch or service office?

☐ Yes ☐ No

Company:

Software Experience

Please rate your experience (1–10)

Microsoft Outlook _____

Excel _____

Word _____

Google Workspace _____

QuickBooks _____

Jobber _____

ServiceTitan _____

Housecall Pro _____

FieldEdge _____

Other CRM _____

Experience Level _____

Dispatch & Office Skills

Rate yourself (1 = No Experience | 10 = Expert)

Scheduling Service Calls _____

Dispatching Technicians _____

Customer Service _____

Phone Communication _____

Multi-Tasking _____

Problem Solving _____

Organization _____

Time Management _____

Creating Estimates _____

Preparing Invoices _____

Ordering Parts _____

Vendor Communication _____

Tracking Shipments _____

Coordinating Multiple Technicians _____

Handling Emergency Calls _____

Managing High Call Volume _____

Typing Speed _____

Computer Skills _____

Attention to Detail _____

Working Independently _____

HVAC Knowledge

Please rate your knowledge.

HVAC Equipment Types _____

Heat Pumps _____

Gas Furnaces _____

Mini Splits _____

Package Units _____

Air Handlers _____

Thermostats _____

Refrigerant Terminology _____

Capacitors _____

Contactors _____

Blower Motors _____

Compressors _____

Preventative Maintenance _____

Service Diagnostics _____

Warranty Parts _____

Plumbing Knowledge

Water Heaters _____

Tankless Water Heaters _____

Drain Cleaning _____

Fixture Replacement _____

Toilet Repairs _____

Water Leaks _____

Gas Piping _____

PEX Systems _____

Copper Piping _____

PVC/ABS _____

Sewer Repairs _____

Service Diagnostics _____

Customer Service Scenarios

How would you prioritize these calls?

Rank from 1 (Highest Priority) to 5.

____ No Air Conditioning (90° Outside)

____ Water Leak in Ceiling

____ Water Heater Not Working

____ Routine Maintenance

____ Toilet Running

A technician calls and says he needs a part immediately to complete a repair. What steps would you take?

A customer calls upset because their technician is running late. How would you handle the situation?

Position Expectations

I understand this position includes:

- ☐ Dispatching HVAC and plumbing technicians.
- ☐ Managing a high volume of incoming phone calls.
- ☐ Scheduling emergency and routine service calls.
- ☐ Creating customer estimates.
- ☐ Preparing and submitting invoices.
- ☐ Ordering HVAC and plumbing parts.
- ☐ Tracking part deliveries and communicating ETAs to technicians.
- ☐ Communicating with customers professionally.
- ☐ Working in a fast-paced environment.
- ☐ Multitasking throughout the day.

Initials _____

References

Reference #1

Name _____

Relationship _____

Phone _____

Reference #2

Name _____

Relationship _____

Phone _____

Background Check

Employment is contingent upon:

- ☐ Criminal Background Check
- ☐ Drug Screening

Do you consent?

☐ Yes ☐ No

Applicant Certification

I certify that all information provided is true and complete to the best of my knowledge. I understand that falsification or omission of information may result in denial of employment or termination if hired.

I understand employment with Premier Construction & Management, LLC is at-will and may be terminated by either party at any time, with or without notice, subject to applicable law.

Applicant Signature

Date _____

Office Evaluation (Do Not Complete)

Overall Office Experience

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Trade Knowledge

☐ HVAC Strong

☐ Plumbing Strong

☐ Both Strong

☐ Needs Training

Communication

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Computer Skills

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Recommended Position

☐ Service Operations Coordinator

☐ Dispatcher

☐ Office Assistant

☐ Not Recommended

Interviewer Notes
