

## **National Accounts Administrative Assistant - Perrysburg**

### **Position Summary:**

Full-time position responsible for coordination and dispatch of National HVAC Service calls to our subcontractors.

### **Duties:**

- Develop and maintain excellent customer service relationships with all National Account customers and subcontractors
- Keep detailed records of all National Account PM's and service calls with their corresponding invoices
- Keep National Account customers apprised daily of all calls and their resolutions
- Receive and dispatch National Account Service Calls to appropriate subcontractor
- Setup all National Preventative Maintenance Contracts and dispatch to appropriate Subcontractor
- Interface with Service Channel
- Submit backup documentation for National Service calls
- Submit information to National Accounts Receivable for billing
- Submit quotes
- Other administrative duties as required

### **Requirements:**

- High School Diploma or equivalent
- Computer proficiency and the ability to accurately enter data and generate reports
- Working knowledge of Microsoft Office suite
- Excellent written and oral communication skills
- Excellent organizational skills and a keen eye for detail
- Interest in working in a team-oriented environment
- Ability to multi-task and prioritize responsibilities and workflow
- Strong interpersonal skills to effectively communicate with both internal and external clients
- Must demonstrate the ability to perform work independently and demonstrate solid organizational and attention to detail