



We Sweat The Small Stuff

sierraair.com

NV LIC 24522 • CA LIC 652354

Are you ready to advance your career with the #1 HVAC Company in Northern Nevada? We are looking for an experienced Customer Service Representative to join our growing team! The ideal candidate possesses a high level of reliability, precision, and attention to detail.

Job Description:

The Customer Service Representative reports to the Customer Service Supervisor and is responsible for answering all incoming phone calls and assisting customers with their requests. Additionally, this position will be responsible for accurately scheduling customer appointments, rescheduling appointments, and working closely with the Service Dispatcher. Hours for this position are 8am – 5pm, Tuesday - Saturday.

Daily Job Tasks:

- Answer incoming phone calls
- Communicate with customers in a friendly, professional manner
- Accurately schedule appointments in the computer system
- Collect correct information from customer
- Up sell products/Home Comfort Club Memberships/Duct Cleanings/Water heater flushes and Dryer vent cleanings whenever possible.
- make outbound calls to schedule maintenance appointments
- All other duties assigned by management

Working Conditions:

Work will be performed in an office setting. Occasional lifting of file boxes up to 30lbs. Must be able to sit in front of a computer screen for extended periods of time.

Qualifications:

- High school diploma or equivalent
- One year customer service experience
- Ability to accurately enter data into the computer
- Ability to type 30 wpm
- Ability to represent SIERRA AIR INC. in a professional manner with customers, vendors, staff and the general public
- Organized and detail oriented

- Ability to work under pressure
- Good working knowledge of Microsoft Outlook, Excel, and Word
- Must have valid Nevada driver's license
- Ability to pass drug test/background screening

Pay:

\$15-\$18/hour + monthly Bonus

Sierra Air Inc is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.

Job Type: Full-time