

### Job Description

We are looking for a full-time **Account Coordinator** professional to help take our company to the next level. HVAC industry experience is a plus. As a small-medium sized business in the emerging energy efficiency and renewable energy space, our goal is to grow sales 30% per year and become a national leader. The ideal candidate will be able to provide support to existing customer base while maintaining a high level of service excellence. This person will report to the T&B Director of Customer Experience.

### Essential Duties and Responsibilities:

- Ensures customer satisfaction and provides professional customer support externally and internally
- Resolve customer issues/problems rapidly and thoroughly
- Enters sales orders from construction schedules, purchase orders and sales requests
- Manages customer construction schedule updates/revisions
- Creates weekly technician service schedule
- Tracks and distributes quotations for existing National Accounts
- Ensures quality and timeliness of punch lists and final report package
- Sends customer invoices and reviews contracts
- High level of comfort doing internet searches and handling incoming and outgoing email and phone calls
- Any other job duties as assigned

### Qualifications:

- Associates degree or higher in related field preferred
- Administrative and customer service experience preferred
- Strong organizational skills necessary
- Must have superior customer service skills (i.e. excellent written and verbal communication skills, high emotional intelligence, positive attitude and a service leadership philosophy)
- Able to demonstrate a high level of integrity, and a penchant for high quality
- Must possess a strong work ethic and a high level of self-accountability
- Willingness to take on added responsibility and learn in a team environment
- High attention to detail, follow up, multi-tasking, and conflict resolution
- Proficient in Microsoft Word and Excel 2007
- ERP (SAP) systems desired



### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee must frequently lift and/or move up to 10 pounds.

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Extreme Ownership** - Takes personal responsibility for outcomes and perseveres in the face of resistance or setbacks. Pursues everything with energy and drive.
- **Subject Matter Expertise** - Excels at his/her professional function, regularly demonstrating and sharing depth of knowledge and skills. Is a quick study.
- **Clear & Candid Communication** - Ensures that information is passed on to others who should be kept informed; has the courage to say what needs to be said.
- **Building Collaborative Relationships** - Cultivates trusting, respectful, professional relationships with colleagues and customers over time.
- **Planning & Problem-Solving** - Takes the steps necessary to deliver high quality results, on time and on budget.
- **Continuous Improvement** - Constantly seeks ways to improve the internal and external customer experience by delivering better, faster or less expensive products and services.