

Job Description

We are looking for a full-time Customer Service 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 strengthen relationships and provide support to existing customer base while maintaining a high level of service excellence.

The focus of this position is to serve our customers' needs as the primary business contact for quoting, scheduling, facilitating projects through general contractors, order management and general issue resolution. The goal is to grow our business profitably by providing our customers with great, responsive and friendly service. This position will report to the Customer Service Manager.

Essential Duties and Responsibilities:

- Provide daily support and issue resolution to customers, contractors and the Melink National Network.
- Review design plans, project specifications, and engineered submittals to ensure adherence to scope, budget, and customer expectations.
- Ensure project documents, scope, procedures, reports, and other information is available to all necessary personnel to maximize Melink's productivity and success on each project.
- Track and distribute quotations for existing National Accounts and franchisee opportunities.
- Manage construction schedules and enter customer orders.
- Project setup and onsite coordination including scheduling, confirmation, and follow-up.
- Make recommendations for potential service enhancements or modifications to meet the ever-changing needs of the customer base.
- Expected travel is 10-15%. Overnight travel may be required.
- Any other job duties as assigned.

Qualifications:

- Associates degree or higher in related field preferred.
- Superior customer service skills required (i.e. excellent written and verbal communication skills, high emotional intelligence, and a service leadership philosophy).
- Experience directly serving customers preferred.
- Positive, helpful and friendly attitude required.
- Strong organizational skills and attention to detail required.
- Mechanical/electrical aptitude, familiarity with HVAC systems, and experience with reading mechanical drawings preferred.
- High level of integrity and a penchant for high quality required.
- Strong work ethic and a high level of self-accountability required.
- Critical thinking skills and ability to troubleshoot and problem solve preferred.
- Proficient in Microsoft Office suite including Outlook, Word and Excel.
- Experience working within ERP systems (SAP) preferred.

Submit Resume and Cover Letter to hr@melinkcorp.com

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. The travel required for this position is 10-15%.

Competencies

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

- **Design** - Generates creative solutions; Demonstrates attention to detail.
- **Problem Solving** - Gathers and analyzes information skillfully.
- **Technical Skills** - Strives to continuously build knowledge and skills.
- **Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Demonstrates group presentation skills.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- **Dependability** - Follows instructions, responds to management direction; Keeps commitments.
- **Initiative** - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.