



Job Title: Customer Service Administrator
(Service Scheduler)

Opening Date: August 2023

Position Type: Full Time, Non-exempt

Compensation: Competitive Salary and Benefits

Location: Beaverton, OR (local travel required)

As with all roles at Steele Electric, this is a support position. We support both our team members and customers with kindness, integrity, and a passion for making things work better.

Job Description

We are seeking a friendly, highly organized and detail-oriented individual to join our electrical contracting business as a Customer Service Administrator. In this crucial role, this individual will often be the first contact someone makes at Steele Electric and will be responsible for communicating with customers and Steele Electric team members across the company. This individual will handle a high-volume phone line, addressing customer inquiries, and effectively scheduling service technicians to perform electrical work promptly and efficiently. Steele Electric individuals strive to build professional relationships and trust, and embrace critical thinking, emotional intelligence, and a growth mindset.

Level 1: Often this position is learning the trade, the role, or both. A person at this level will require more coaching and direction to ensure completion of job duties and details with consistent accuracy. Being proactive in their learning, taking good notes, and having open communication with the rest of the team will help them succeed. At this level, the person will need to be extra inquisitive and communicate with the others in their role, salespeople who can explain scope expectations, and project managers on site to make sure the work is executed efficiently and promptly.

Level 2: This position should have a solid understanding of the construction trade and the project life cycle, as well as the company's own processes and workflows. A person in this position will require little supervision and be able to perform most if not all job functions without coaching and with high accuracy. This position should be able to be resourceful enough [Insert specific job functions].

Level 3: This position will have a master/teacher level understanding of the construction trade, project life cycles, roles, the company's own business process and workflows. This person would not only know and consistently perform the functions of the job with ease, but they will have a solid grasp of the financial and legal aspects of these projects. This position would be able to identify performance issues and their causes that affect timing and delays as well as the budgetary impact. This person should be able to produce a financial assessment of a project as well as investigate in detail to explain or make corrections.

Essential Duties and Responsibilities

Customer Support:

- Answer incoming calls and respond to customer inquiries, providing exceptional service and support.
- Address customer concerns, ensuring prompt resolution and maintaining a high level of customer satisfaction.
- Demonstrate empathy and patience when dealing with customer complaints or issues.

Scheduling and Dispatching:

- Schedule service appointments for electricians to perform commercial and residential electrical work.
- Coordinate with customers to set mutually agreeable appointment times while optimizing technician schedules for efficiency.
- Prioritize urgent service requests and dispatch appropriate technicians accordingly.

Communication:

- Liaise between customers and electricians, relaying important job details, updates, and any changes in schedules effectively.
- Maintain clear and professional communication with all stakeholders, both internal and external.

Record Keeping:

- Accurately maintain and update customer information and service records in the company database.
- Document all customer interactions, ensuring a comprehensive log of communications.

Problem-Solving:

- Identify and troubleshoot customer issues, seeking appropriate solutions and escalating complex matters to the appropriate team members when needed.

Team Collaboration:

- Collaborate with electricians and other team members to ensure seamless scheduling and smooth service delivery.
- Work closely with the customer service and dispatch teams to optimize overall operational efficiency.

Qualifications and Education Requirements

Experience:

- Previous experience in customer service or scheduling roles is preferred.
- Knowledge of the electrical industry or related field can be an advantage.

Education:

- High school diploma or equivalent (additional relevant certifications or training may be considered). Preferred Skills

PREFERRED SKILLS

- Customer-Centric: A strong focus on delivering exceptional customer service and satisfaction.
- Communication Skills: Excellent verbal and written communication skills to interact with customers and colleagues effectively.
- Organizational Skills: Ability to manage multiple tasks, prioritize workloads, and meet deadlines.
- Attention to Detail: Thorough and precise in maintaining accurate records and scheduling information.
- Problem-Solving Abilities: Capable of quickly analyzing situations and finding practical solutions.
- Stress Tolerance: Able to remain calm and composed in a high-pressure, fast-paced environment.
- Technical Aptitude: Basic understanding of electrical terms and processes to facilitate efficient scheduling.
- Empathy and Patience: Demonstrates understanding and compassion when dealing with customer concerns.
- Team Player: Works collaboratively with others and contributes to a positive team environment.
- Computer Proficiency: Familiarity with relevant computer applications and scheduling software.

Supervisory Responsibilities: None

Benefits

- Competitive pay, negotiable based on experience*
- 100% premiums for full-family medical/dental/vision
- Personal time off (PTO) accrual starting at 3 weeks per year
- 401K with 6% Employer match
- Educational opportunities
- Holidays

*Variable pay plans may be available per compensation agreements

About Steele Electric

Steele Electric is the region's hardest-working, most versatile and responsive independent electrical and technology services provider.

Our mission is to provide superior quality electrical and technology services that builds a foundation for the long-term success and wellbeing of our customers, employees, and their families.

Based in Beaverton, Oregon we specialize in the construction, improvement, repair and replacement of electrical systems including security, data, fire, and information technology for commercial buildings and residential properties. Steele Electric was founded in 2009, and its founder has been in the industry for over 20 years. We are known for excellence, reliability, teamwork, integrity, and safety in commercial and residential electrical services for new construction, tenant improvements, renovations, government remodels, and other projects.

At Steele Electric the owner is still actively involved and sets the tone for the company's award-winning operations. Dan Steele, the hands-on founder and his team leaders give everyone a voice in the success at Steele Electric, along with opportunities to learn and develop with top-notch peers in a respectful, trust-driven environment.

The steady flow of commercial and residential work at Steele Electric is always challenging and the projects require employees of every type and at every level to possess a unique blend of resourcefulness, creativity, and craft. Steele Electric employees are entrusted and empowered to learn, grow their skills and their relationships with the team and customers.

The company has been named one of *Oregon Business Magazine's* Best Companies to Work for in Oregon six years in a row - including 2023.

Application and More Information

Email resume to: jobs@nwsteele.com

Learn more: www.steeleelectric.com/jobs

Mail resume to: Steele Electric, LLC
Attn: Hiring Manager
7741 SW Cirrus Dr.
Beaverton, OR