

## **Tech Service Admin.**

### **Position Description:**

This is an entry to mid-level position working as admin. Candidate will be responsible for but not limited to answering phones, emails, entering orders, and booking flights, car and hotel.

### **Major Responsibilities:**

- Answer and log phone calls and emails
- Work with Office Manager , entering orders, maintaining logs, and helping with daily paperwork, including booking travel for Technicians.

### **Job Requirements:**

- Self-starting / self-managing attitude and the ability to handle diverse situation with limited management direction
- Must be pleasant and personable
- Possess strong communication skills, both written and oral
- Willingness to adapt to rapidly changing environment and new challenges
- Have a working knowledge of HVAC equipment a plus
- Proficient in Microsoft Office (Word and Excel)
- 1-2 years of experience working in a customer service-related position
- Able to work in a high energy environment
- Great conflict resolution ability
- Able to organize and document calls, orders, and other services
- Ability to replicate standardized formatting as well as “think outside the box”

### **Job Information:**

- Location: Orlando, FL
- Employment type: Full-time hourly
- Education requirements: High school diploma or GED required, Associated Degree (or above) preferred