

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-385-2022
Company Name	Facilitate Int
Industry	Property Management
Vacancy	Customer Service Representative
Number of vacancies for that position	100
Job Type <i>(FT, PT, Contractual, Seasonal)</i>	Full Time
Major(s)	Any
Degree	Bachelor
Years of Experience	0
Location	Ghazir, soon moving to Zouk Moseh
Remuneration & Benefits	-
Currency (LBP, Dollar, Lollar)	USD
Tasks & Responsibilities	<ul style="list-style-type: none"> •Assigns and Schedules assessments, repairs, recalls, and second* opinions with technicians or owner-operators •Responsible to call the Point Of Contacts of a work order to inquire about additional information needed prior to dispatch •Reactively procures new technicians and backups for all work orders •Is responsible to procure/obtain a detailed description of the situation, a clear plan of action, and a ballpark for costs which we internal refer to as the assessment •Is responsible to obtain correct specifications, brand, model #, and serial# for any piece of part or equipment needed to be ordered •Prepares the Quote/Proposal/Bid based on the assessment, costs, and contracted charges

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- Responsible to obtain before, during, and after pictures as well as a sign off for each site visit
- In some cases the Project coordinator will have to challenge the technician due to insufficient/unacceptable rates or assessment, where the PC is responsible to get a second, third, fourth.... opinion
- Has to update colleagues, clients, and all systems in a proactive manner
- Before closing a work order, the project coordinator is responsible to upload all documentation and cost associated with it for proper invoicing