

## JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-546-2022
Company Name	Facilitateint
Industry	International corporate consulting & third-party administrator
Vacancy	HVAC Project Manager
Number of vacancies for that position	20
Job Type ( <i>FT, PT, Contractual, Seasonal</i> )	Full Time
Major(s)	Mechanical
Degree	Fresh or under graduation
Years of Experience	0-5
Location	Ghazir
Remuneration & Benefits	Negotiable
Currency (LBP, Dollar, Lollar)	Dollars
Tasks & Responsibilities	<p>Duties:</p> <ul style="list-style-type: none"> <li>• Primary responsibility is customer service.</li> <li>• Communicates with customers to determine their needs.</li> <li>• Schedules and notifies service technicians of work order assignments using GPS tracking and dispatching software.</li> <li>• Receives check-in calls from the service technicians and informs workers of the next job to respond to.</li> <li>• Supports service technicians.</li> <li>• Maintains customer repair records using the computer database to give a detailed history of the work performed at their sites.</li> <li>• Maintains dispatching board to ensure the maximum efficient capacity of technicians.</li> <li>• Manage on-call schedule and notify technicians of their assigned weeks.</li> </ul>

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- Notify answering service of the schedule and numbers to call in case of emergency.
- Know and understand service work order module and service contract.
- Active in all facets of dispatch.
- Various reporting responsibilities as needed.

### Requirements and Skills:

- Knowledge in installation of compressors, evaporators, motors, ducts, and piping as well as mechanical/electrical controls; reading and interpreting blueprints/diagrams.
- Knowledge in variety of residential and light commercial projects, installation of boilers, forced air equipment, gas piping, and ductwork.
- Knowledge in HVAC Controls & Air Distribution
- Knowledge in Refrigerant Disposal & Recycling
- Knowledge in Air Conditioning and Refrigeration with Principles of Heating Applications
- Knowledge in Troubleshooting Electrical Control Circuits
- Knowledge in Boiler Operation, Maintenance & Safety
- Previous dispatching/customer service experience.
- Experience and utilize judgment in order to plan and accomplish goals.
- Follow up and through with technicians and customers to help maintain good customer relationships.

Ideal candidates will have the following customer service-related skills:

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- A professional and courteous telephone manner.
- Ability to handle a multiple-lined phone system, GPS, and dispatch to multiple field technicians.
- Patience and endurance to sit/stand behind a desk all day.
- Able to identify and handle the urgency of each task and work in a high-stress position.
- Is detail-oriented with the ability to multi-task.
- Basic computer skills to include the following:
- Proficient with Microsoft outlook, excel, and word.
- Strong interpersonal skills such as communication, problem-solving, and organizing.
- Performs various tasks and works under the general supervision of the service manager.
- General office duties may include filing, sorting, answering phones in a CSR role, greeting customers, etc.

Additional skills are a plus:

- Previous HVAC, Plumbing, and/or Electrical knowledge or experience helpful.
- Familiar with standard HVAC, Plumbing, and/or Electrical helpful concepts.