



Customer Service Rep / Dispatcher

Coastal Heat Pumps is a residential HVAC company based on Vancouver Island that provides comfortable indoor climate to every home in the communities we serve. We operate from Victoria through Ladysmith. We are seeking an experienced Customer Service Representative/Dispatcher to join our team. This is an excellent opportunity to advance your career with a company that offers competitive wages and benefits, training, and a great work-life balance in a professional environment.

Responsibilities:

- Provide excellent customer service while communicating clearly and precisely
- Schedule appointments and dispatch technicians in a timely and efficient manner
- Handle customer concerns and efficiently relay information to reporting managers
- Record information accurately and maintain customer records in a CRM system
- Communicate with colleagues and vendors in a professional and timely manner
- Process payments, file and do data entry, and other assigned tasks

Qualifications:

- Excellent verbal and written communication skills
- Conflict resolution skills in a calm and solution-oriented manner
- Ability to multitask in a fast-paced environment
- Proficiency with software systems including CRM (Service Titan Preferred), Google, etc.
- Experience with front desk or administrative work is preferred
- High school diploma is preferred

Job Type:

- Full-time, \$21-25 per hour

Benefits:

- Casual dress code
- Flexible time off
- Dental care
- Extended health care
- Paid time off



- RRSP match
- Vision care
- Health Spending Account
- Wealth Spending Account
- Other spiffs and bonuses

Flexible Language Requirement:

- Ability to speak French is not required

Schedule:

- 8-hour shift

Location:

- Sidney office, or remote