

# AI's Twin Air, LLC

<https://ataservices1.com/job/account-manager-contracts/>

## Account Manager (Contracts)

### Employment Type

Full-time

### Description

#### POSITION SUMMARY:

The Account Manager professional will help us take ATA to the next level. Customer service, HVAC and Plumbing , and contract management knowledge and experience are required. As a small business the Account Manager will strengthen relationships and provide support to an existing customer base while maintaining a high level of service excellence, and perform work related to an assigned account(s) to manage daily. The focus of this position is to serve our customers' needs as the primary business contact for quoting, scheduling, work orders/task orders, facilitating projects through general contractors, order/supply management, invoicing, billing, and general issue resolution. The goal is to grow our business profitably by providing our customers with great, responsive, and friendly service. This position will report to the Director of Operation (or assigned supervisor). The Account Manager assists with coordinating field service activities and assisting with day-to-day logistical operations of the maintenance/HVAC and plumbing technicians along with field management team. This includes answering the telephone, speaking with the customer, and scheduling to determine whether the call requires immediate attention. Oversees the work order system, assigning work orders, communicating, and prioritizing work orders. The Account Manager must have extensive understanding of the work order processes, technological aptitude to manipulate the software and data to accurately initiate customer request for service, collect information, and to be able to handle multiple tasks at one time. Requires good judgment and good communication skills to deliver excellent customer service to all. A team player who is comfortable working independently or with supervision, and with reliability.

**DIRECTLY RESPONSIBLE TO:** Appropriate manager or supervisor

**SUPERVISION OVER:** No; May provide lead role if requested

**MANDATORY REQUIREMENTS:** Qualified candidates must have experience in general account management and attention to detail.

- Background screening is mandatory
- Skill Assessment
- Reference check

**DUTIES AND RESPONSIBILITIES:** The duties listed do not include all tasks which may be performed in the position of Account Manager:

- Have superior customer service skills (i.e. excellent written and verbal communication skills, high emotional intelligence, telephone, and a service leadership philosophy)
- Provide effective and timely communications to ensure work and assignments are complete and accurate
- Works closely with supervisors, managers, technicians, and

management/leadership to ensure operational and administrative accounts, duties, and goals are achieved

- Maintain efficient processes and high-level accountability for assigned accounts under your purview; build/maintain relations to ensure consistent processing of work required for you to perform as an account manager
- High level of tolerance to work with diverse people, teams, customers, management, and vendors, and affiliates
- Dispatch technicians/schedule to service calls and provide needed service information; and schedule or create work orders for hvac, plumbing, and preventative maintenance, service repairs and replacements
- Followup/track calls to evaluate progress and completion; and to follow through to end
- Review and process work orders and purchase orders or task orders
- Work with customers and vendors, and work orders, PO's, accounting office on invoices, accounting, and invoicing/billing consistently ensuring daily completion
- Assist service techs as needed to procure parts for scheduled repairs
- Provide estimated costs for repairs when requested by the customer
- Enter Service calls into software databases and databases such as Salesforce, NetFacilities, Ariba, etc. as required for federal, state, and local contracts
- Create or develop proposals, agreements, forms, and documents that help with the business needs and requirements
- Experience with project research for pricing, forecasting, establishing budgets and operating within those budgets
- Demonstrates a high level of integrity, and a penchant for high quality
- Must possess a strong work ethic and a high level of self-accountability
- Ability to solve practical problems and deal with a variety of people, processes, and system issues
- Set up and manage electronic and paper filing systems including oversight for company's primary email
- Maintain scheduling and Outlook and Oncall calendars/schedules
- Complete forms, agreements, proposals, and correspondences in accordance with company procedures
- Assist with contracts to ensure tracking, invoicing/billing, and monitoring of work tickets with technicians/field services
- Effectively present information and respond to questions from managers, leaders, customers, and other stakeholders
- Monitors and reviews service calls and preventative maintenance activity (daily,

weekly, monthly)

- Uses computer, software and applications to perform daily work while assisting leadership and field technicians
- Review field generated paperwork or computer to prepare invoices for payment submission
- Responsible and accountable for reaching work goals and followups with manager, technicians, and other team members on issues and challenges, and customer needs
- Ability to handle several tasks at one time and to prioritize workloads (multi-task) with quality
- Adheres to policies and procedures and use of good judgment with daily activities and customers
- Responsibilities include working oncall rotation as scheduled or assigned after normal working hours/evenings, weekends, and holidays
- Performs other related duties as assigned or requested

**MINIMUM QUALIFICATIONS/EDUCATION:**

- Required High School diploma or General Education Development (GED) certificate
- College degree preferred
- Experience: 2-3 years in HVAC and plumbing industry or HVAC preferred
- Experience Substitution for Education (If allowed): Yes.
- Licenses/Certifications: Not required but would be a plus
- Excellent customer service skills and relationship building ability and phone answering skills

**WORKING CONDITIONS**

- Occasional lifting, carrying, pushing, and pulling of items weighing up to 50 lbs
- Standing for extended periods may be required
- Generally, works alone and with team members
- May work on some weekends and after the close of business hours may be required periodically
- Computer use and may be periods of long sitting
- General office neatness, and cleanliness and care

**ADDITIONAL COMPANY REQUIREMENT**

- Must be able to pass employment background screening and reference check

- Pass random drug and alcohol testing after hire
- Drug free and alcohol free, and wellness conscious
- Comfortable discussing equipment with the customer
- Skills Assessment completion
- Able to work Monday through Friday 8 hours per day 40 hours per week
- Able to coordinate an on-call rotation for nights & weekends (if requested or needed only)

**BENEFITS OFFERED:**

- Medical/Health Insurance
- 401K Plan
- Dental Insurance
- Vision Insurance
- Life Insurance
- Hospital Insurance
- Critical Illness Insurance
- Disability Insurance
- Paid Time Off
- Six Paid Holidays
- Employee Trainings
- Employee Discounts

**TO JOIN OUR TEAM – APPLY TODAY!**