

**JOIN OUR GROWING TEAM –** We take pride in our people… we know it is the strength of our team that has built our solid industry reputation. Get a foot in the door and grow your career with us at Valley Refrigeration & Air Conditioning Ltd. in a Key Account Support Representative position at our Jacksonville, NB location.

**Key responsibilities of the role include but are not limited to:**

· Answering phones and directing calls to appropriate geographic regions and Key Account Representatives

· Dispatching customer calls to technicians and entering work orders

· Providing administrative support to various operational teams and departments to ensure effective daily business operations

· Coding invoices and ensuring billing accuracy

· Maintaining and entering accurate information in accounting and field management databases

· Reviewing, organizing and correcting documentation for customer transactions

**Measures of Success:**

· Meets weekly team deadlines & High degree of accuracy and integrity of data input

**Core Competencies:**

· Customer focused with the ability to effectively multitask in a fast paced, customer support environment

· Quick learner - able to quickly learn and retain new information and technical vocabulary

· Manages time effectively, organizes and prioritizes work

· Solution oriented, problem solver

· Attention to detail

**Attitude:**

· Demonstrates initiative; Accepts supervision/direction; Team player with a willingness to pitch in and take on additional work/responsibility; Reliable attendance/punctuality

**Education and Experience:**

· 1-2 years’ experience in a position of customer service and/or preparing professional service invoices

· A post-secondary education would be considered an asset but not required

· Basic knowledge and understanding of the Microsoft Office Suite, specifically Outlook, Word, Excel

· Must possess a valid driver’s license and/or have reliable transportation to and from work

Interested applicants are encouraged to send their resume to hr@valleyref.ca