



HVAC Estimator

Who We Need:

We are looking for employees that are willing to learn and want to grow with us!

You must write and speak English well.

You must be computer literate and type well.

You must be a people person as you will be talking to our clients and vendors from all over the nation. You will be responsible for managing customer inquiries, coordinating service requests, and fostering positive relationships with clients and vendors.

You must be able to (or want to) work in an office environment. We are located in Bohemia, Long Island. **We do not work remote.** We work in teams. We have many personalities and backgrounds here and you must be open to all of them.

You must be able to deal with some pressure... The world's not always perfect and there are some days the pressure is on here.

Role Description:

Coordinate maintenance program and prepare related client estimates with respect to the installation, repair, adjustments, service, and maintenance of electric or pneumatic control systems for heating, ventilation, and air conditioning equipment. The HVAC Estimator will spend their time in active communication with both clients and vendors working diligently and efficiently to ensure that all options are considered and vetted

regarding requested services as part of the client proposal/bid process.

Responsibilities:

- Use the FSFS work order management system to create work orders and related client proposals that accurately reflect the client's requested services. Prioritize the response time of the work order based on the urgency of the request and standard client SLAs.
- Continuously improves customer satisfaction by ensuring expeditious start-up of maintenance through efficient and timely service response, by providing maintenance according to contract requirements and by resolving customer complaints in a timely manner.
- Negotiate final vendor HVAC costs.
- Create and submit a vendor work request/purchase order to the vendor that specifies the scope of work and related terms and conditions
- Schedule and follow-up with the vendor(s) to ensure on-time arrival. Work with the vendor to ensure that he/she follows the proper client and FSFS protocols and meets the terms and conditions of the work request.
- Assist the HVAC Manager in guiding staff and support training more junior resources.
- Obtain, draft and mark-up proposals prior to submitting to client.
- Work with HVAC vendors to provide clients with various service options and present to client for approval.
- Assist with oversight of the HVAC team and ensure all vendor invoices and paperwork are submitted in the timeframe allotted for quicker invoicing.
- Acting as a subject matter expert, assist team with all technical HVAC related questions to guide, mentor and educate the team on all aspects of HVAC.
- Proactively monitor all emergency and non-emergency calls for clients.
- Ensure vendors comply with work order and billing requirements.

- Provide timely and comprehensive written and oral client updates throughout the job and through job completion.
- Respond to client inquiries and follow up quickly to resolve issues in a timely manner.
- Follow up with clients to ensure customer satisfaction.
- Develop a rapport with the clients and vendors and maintain a positive relationship with open communication.
- Proactively identify potential issues or service misses. Work to resolve (or escalate) disputes in a timely fashion.
- Work collaboratively across teams to ensure work orders are processed efficiently and correctly.
- Liaison with billing team to ensure that services are billed accurately and in a timely manner.
- Other duties as assigned by supervisor, client team manager, director, etc.

Job Type: Full-time

Pay: Starting at \$50k commensurate with experience

HVAC Certifications a plus

Benefits:

- 401(k)
- 401(k) 4% Match
- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Life insurance
- Paid time off

- Parental leave
- Referral program
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift

Ability to Commute: Bohemia, NY 11716 (Required)