



Compact Power - REGIONAL COMMS ADMIN - (Fort Mill, SC)

Contact: HOME DEPOT

Email: home_depot@countyjobs.careers

https://ak-fairbanksnorthstar.countybuyselltrade.com/jobs/compact-power-regional-comms-admin-fort-mill-sc_fort-mill_90207

Address: 1852 N Commerce Dr, Fort Mill
Price: Check with seller

Details
Apply
Job Description
Compact Power Equipment Inc., a Home Depot Company, located in Fort Mill, SC, is a fast-growing, values driven organization comprised of Rental and Services divisions. We are a team of over 600 talented associates based across the U.S., Canada, and Puerto Rico. Compact Power Equipment Services Division is comprised of over 300 talented and highly trained professional technicians to deliver comprehensive management of commercial equipment including installation, repair, preventative maintenance and parts management. We are dedicated to investing in advanced technology and the continued training of Support and Field Service Professional teams with the singular goal of optimizing the efficiency, safety and productive life span of our customer's; mechanical assets. We are an industry leader with a nationwide footprint in 15 regions across the United States, Canada and Puerto Rico. **SUMMARY:**The Regional Communications Administrator (RCA) is responsible for ensuring that the daily automated schedules are optimized and carried out. Updates to the Regional Service Managers (RSMs) on the status of their regions are required. This communication may be in the form of emails, phone calls, or updating standardized documentation. The successful candidate in this role must have a full understanding of the status of every service call and the technicians - Field Service Professionals (FSPs) – that they schedule. RCAs highly understand and use technology in order to expedite schedule changes, FSP calendars, and other general record keeping to satisfy their internal customers. RCAs also accurately update call dispositions to external customers through portal updates, emails and phone calls. **ROLES & RESPONSIBILITIES:**Report all & missed dispatches; from the previous day to the RSMMake sure all requests are assigned to available FSPs to fill their service daysProactively manage aging calls within their regions to allow for manual dispatch when appropriateReport daily notes to the RSM for strategic corrective action when necessaryEscalate situations that result in a delay of schedule, creation of overtime, or excessive travel charges to the RSM or VP, Service AdministrationCreatively troubleshoot and solve challenges that occur on behalf of the customerWork with the Customer Liaison and the Customer Support Analyst to ensure that the customer is always aware of any issues, our response to the issue(s) and what we are doing to ensure that they are always delightedEnsure that customer data stays current and properly communicated to the organization, from

Contract assignments to equipment and address listsDaily Review of Customer Call logs ensuring delight for our customers is being maintainedOther duties as required
QUALIFICATIONS:Must be 21 years of age or older.Must be permitted to work in the United States.Job requirementsREQUIREMENTS



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