

POSITION VACANCY

DATE: January 10, 2011

DATE TO BE REMOVED: February 21, 2011

We currently have a position available in our Middletown, Ohio office for a Team Leader.

POSITION RESPONSIBILITIES include, but are not limited to the following:

- Maintain service levels that “meet or exceed” the expectations of our customers.
- Handling all communications during job progress with our customers for repair and programmed maintenance (job progress, additional repairs, job follow up).
- Daily review of “Recommended Repairs” report.
- Daily quote generation, presentation, and follow up on all recommended repairs.
- Scheduling service jobs to meet/exceed customer expectations.
- Maintaining control of service job from beginning to end, including job follow up.
- Recognize and capitalize on new opportunities.
- Recognize potential problem areas and take corrective action.
- Communicate openly and work effectively with your Technicians, Regional Aftermarket Manager, Region Manager, Corporate Services, Associates, and Vendors.

QUALIFICATIONS for this position include:

- Strong sense of urgency.
- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Excellent problem solving skills.
- Good mechanical aptitude
- PC literate (basic PC skills and/or Trend experience).
- The ability to work productively with other associates, customers, and vendors; a “team attitude.”
- A commitment to the concept of “doing it right the first time.”

Interested and qualified candidates should contact Marlene Hicks ,Operations , Air Technologies, Middletown , 513-539-6727 . fax 614-944-4927