

**Service & Office Coordinator**  
McCormick's Heating & Air Conditioning – York, NE

We are hiring one person to help keep our scheduling organized, invoices moving, and paperwork clean so our technicians can stay focused on billable work.

This role is about staying organized, following up consistently, and making sure nothing falls through the cracks. If you like structure, clear processes, and keeping things running smoothly, this role is for you.

**Position Objective**

- No missed appointments
- No forgotten invoices
- No paperwork piling up
- No customers waiting for follow-up

**Core Responsibilities**

1. Scheduling & Dispatch

- Schedule service calls and small installs
- Confirm appointments with customers
- Coordinate daily technician schedules

2. Invoicing & Customer Follow-Up

- Send invoices promptly after jobs are completed
- Follow up on unpaid invoices (phone and email)
- Track past-due accounts and communicate updates
- Process customer payments accurately

3. Bookkeeping Support (We already have a full-time bookkeeper)

- Upload invoices, receipts, and job documents
- Keep digital job folders organized
- Ensure documentation is complete before sending to bookkeeper

4. Customer Communication

- Answer incoming calls
- Assist walk-in customers
- Provide job status updates
- Route technical questions to the right team member

**Requirements**

- Comfortable using Excel or Google Sheets

- Some experience with Quickbooks Online
- Strong organization and attention to detail
- Clear and professional communication
- Comfortable discussing invoices and payments
- Able to manage multiple tasks calmly

### **Preferred**

- Experience in HVAC or construction office
- Dispatch or scheduling experience
- Basic understanding of invoicing or accounting processes

### **Compensation & Benefits**

- Pay: **\$20 per hour** (based on experience)
- 401(k): Company match up to 3%
- Paid Time Off (PTO)
- Full-time, Monday–Friday
- In-office position