

Now hiring.

Marketing & HVAC Services Administrator



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The Marketing & HVAC Service Administrator combines service administration responsibilities with marketing to support business growth and ensure exceptional customer service. This position will be responsible for coordinating HVAC service operations, supporting technicians and customers, managing administrative tasks, and assisting with marketing initiatives including social media, customer communications, promotions, and community engagement.

Reporting Structure:

- Reports to and works under Abode Office Manager and Abode Home Comfort General Manager
- No direct reports - Works closely and collaboratively with Graphenstone and Abode Home Comfort, plus all other departments

Education and Qualifications:

- Ontario Secondary School Diploma (OSSD)
- Minimum 2 years of administrative, customer service, or marketing experience.
- Experience in the HVAC, home services, construction, or trades industry is considered an asset.

Required Knowledge/Skills:

- Strong organizational and multitasking skills.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office (Outlook, Word, Excel).
- Experience with CRM systems, scheduling software, and social media platforms.
- Ability to work independently while contributing to a team environment.
- Strong attention to detail and problem-solving abilities.
- Professional and customer-focused attitude.
- Experience with Housecall Pro, or similar service management software is an asset.
- Knowledge of HVAC terminology and service operations is an asset
- Graphic design experience using Canva or similar programs is an asset
- Familiarity with Facebook, Instagram, Google Business Profile, and email marketing platforms is an asset

Core Functions and Responsibilities:

• HVAC Service Administration

- o Answer incoming phone calls and emails professionally and promptly.
- o Schedule and dispatch service technicians for maintenance, repair, and warranty calls.
- o Create, update, and close service work orders.



- o Communicate appointment details and updates with customers.
- o Assist with invoicing, payment collection, and service agreement administration.
- o Coordinate parts ordering and track parts required for service calls.
- o Maintain accurate customer records within the company's CRM and service software.
- o Follow up with customers regarding completed work and outstanding service recommendations.
- o Support the service department with reporting, filing, and administrative tasks.
- o Monitor technician schedules and assist with route optimization.
- o Assist clients in the Fireplace Showroom with product selection, quotations, sales transactions, scheduling, and customer support to ensure a seamless purchasing experience.

• **Marketing Responsibilities**

- o Manage and update company social media platforms.
- o Create and schedule engaging content, including photos, videos, promotions, and customer testimonials.
- o Assist with email marketing campaigns and customer newsletters.
- o Coordinate customer review and referral programs.
- o Support community events, sponsorships, and local marketing initiatives.
- o Update website content as required.
- o Track marketing performance metrics and provide monthly reports.
- o Assist in developing seasonal promotions and service campaigns.
- o Maintain company branding standards across all marketing materials.

General Responsibilities:

- Follow and consistently demonstrate Doug Tarry Limited core values.
- Ensure the Doug Tarry brand, Core Values, and Doug Tarry Difference are represented in all aspects of customer service, marketing, communications, and day-to-day work.
- Strong commitment to meet and complete tasks in a timely manner.
- Develop and maintain ethical and professional relationships with staff, consultants, vendors, subcontractors, and Bodies of Authority.
- Foster an environment of collaboration and continuous improvement following lean principles to implement strategies to improve cost effectiveness, production and customer satisfaction.
- Maintain a current detailed knowledge of all applicable codes, standards, acts and regulations.
- Follow current policies, procedures and processes.
- Foster a healthy working environment for DTL staff as well as anyone entering the site.
- Take the approach that at times, additional time and effort will be required to achieve a task that has sensitive deadlines.
- Demonstrate commitment to sustainability and innovation initiatives.
- Help build on the customer for life philosophy by providing excellent customer service
- Deliver exceptional service and experiences that turn customers into "raving fans" who actively promote our brand

Hourly wage is \$23 to \$26

If this sounds like you, we invite you to submit an application to our organization by emailing careers@dougarryhomes.com. At AboDE Home Comfort Ltd, we are a team, we hold each other accountable to our values. We are a forward-thinking organization that is rapidly advancing in a high-performance sustainability sector and need like minded individuals to work with our stellar team!

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

