

Job/Role Definition

Customer Consultants are dedicated to serve customers and act as their representative to check on our work to ensure they are completed in good quality and on time. They must understand our internal escalation process in order to ensure customers' issues are being escalated and handled promptly by respective stakeholders in order to quickly resolve issues, especially Hot Jobs. They act as customers' consultant by understanding their needs and working out various options of solutions to meet those needs.

Customer Consultants act as a Customer Advocate who relentlessly drive resolution which may require resources and/or agreement across several departments. They have the customer's best interest in mind and their goal is to address the immediate customer issue in a highly responsive manner, proactively identify the root-cause and provide recommendations for resolution.

Consistently delivering good service and care that keeps customers coming back and results in a competitive edge for our organization.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES include the following. Other functions may be assigned.

1. Act as customers' representative. Operate as the lead point of contact for any and all matters specific to the customers
2. Managing a portfolio of accounts and utilizes account management process to identify key customers and to develop specific action plans to grow identified accounts
3. Identifies potential options that would be required to meet customer needs and work closely with Technical Support Team to make those options available to customers
4. Identifies potential opportunities with existing and new customers and update customers on Service Agreement Contract and Valued Added Service Options like Trance Care Service, Chiller R'newal etc.
5. Identify sales opportunities, elaborate proposals and coordinate other processes to ensure high level of customer satisfaction to build and maintain strong, long-lasting customer relationships

6. Encourage customer growth and loyalty to the company through continuous support and customer assistance.
7. Resolves customer complaints by investigating problems with internal stakeholders; develops, evaluates, and discusses possible solutions internally and make recommendation to customers.
8. Organize regular Service Reviews with customers and Ops team on Hot jobs and critical issues.
9. Understand customers / Vertical Market Needs and determines pricing and selling strategies.
10. Prepares and reviews contract terms and conditions using standard Trane templates when applicable. Presents the proposal to the customer.

EDUCATION/EXPERIENCE/KNOWLEDGE

Bachelor's degree in engineering (Mechanical/Electrical).

Knowledge in HVAC system, Chiller Plant, Airside, Energy Services and Building Services will be an added advantage.