

Job Title:	Customer Service Representative	Status:	Non-Exempt
Department/Group:	Administration	Travel Required:	No
Position Reports to:	Office Manager	Position Type:	Full-Time
Salaried / Hourly:	Hourly		
Reporting Positions:			

Position Summary / Purpose

Develop a working knowledge of basic cleaning procedures and processes and to use this knowledge to appropriately respond to questions about the cleaning services we offer. Effectively and properly sell our services to our customers over the phone. Help retain customers by exceeding their expectations through follow up contact with them and through the accurate transcription of customer information

Principle Duties and Responsibilities

- Answer phones and handle incoming calls and maintaining positive customer relations to ensure customer retention.
- Perform outbound confirmation calls and quality assurance calls.
- Assists in helping with the daily office operations including customer interface and problem resolution for customers, retention assurance purposes, and general customer service
- Cross-sell customers other services as well as up-selling additional services.
- Process estimates and business correspondence with customers, track sources of jobs and calculate various marketing metrics.
- Create invoices, perform customer billing, and handle A/R collections
- Schedule work and perform general dispatch duties including tracking technicians ETA
- Prepare production paperwork for the following day
- Complete inner-office documentation in timely manner, including daily report forms, checklists, closing out customers invoices from previous day, account receivables, bank deposit, and sales reports.
- In slower business cycles, conducts sales calls to clients that had estimates but opted to not have work done at that time (possibly evening calls).
- Process marketing correspondence to client-base including reminder postcards, newsletters, and new client letters.

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.1

Additional Duties and Responsibilities

- Assist with in-house marketing projects
- Assist with maintaining customer database
- Assist with daily housekeeping of the office

Decision Rights and Authority

- Assist in scheduling of service vehicles and technicians

Working Relationships and Scope

- Attend and helps conduct regular weekly staff meetings, and one-on-one meetings
- Maintain timely communication and flow of information with Operations Manager and Cleaning Technicians, and other service providers.

Performance Competencies

- Oral Communication – Speaks clearly and persuasively in positive or negative situations. Able to effectively calm excited customers, use questioning to accurately identify the type and extent of problem and describe the steps that will be taken. Adaptable and able to think on his/her feet.
- Written Communication – Writes clear, precise, well organized letters, proposals and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.
- Planning & Organizing – Plans, organizes, and schedules their time in an efficient and productive manner. Focuses on key priorities. Effectively manages multiple projects simultaneously. Pays attention to details. Manages personal time well.
- Process Orientation – Approaches tasks with an understanding of the overall set of steps involved in completing the work. Awareness of what is required for them to complete their job and what others require. Has a continuous improvement mindset – is always thinking about ways to improve and streamline business processes.
- Technology – Regularly uses standard word processing, spreadsheet and presentation software tools to enhance efficiency and accuracy of work performed and can provide routine troubleshooting and user support for software and hardware used in the office environment.

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Qualifications - Knowledge, Skills and Abilities

- Education and Experience

Associates (2-year) degree in business-related field or high school (or GED) diploma plus three (3) to five (5) years of office or bookkeeping experience. Minimum of 3 years of office and customer service experience.

- Mathematical skills-Strong math skills & ability to compute rate, ratio and percentages.

- Computer skills: Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Office, Word, Excel, & Outlook.

- Certificates, Licenses and Registrations

None required for this position

Physical Demands

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Working Conditions

- The work of this position is predominantly carried out in an office environment. Daily exposure to the shop where vehicles and equipment are housed and maintained is expected

- Noise level in the work environment is usually quiet, with occasional equipment and truck operating noises.

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