

Are you tired of being just another body in your company? Do you want to work somewhere where you and your opinion matter? Then come work for Chet's Cleaning!

At Chet's you will find a great family atmosphere where you are treated well and really do become part of the family. We have a wonderful culture where we are proud of where we work and the work we do. We have a management team that cares, listens and is understanding. The owners are dedicated to helping all team members grow both professionally and personally. We want to see you succeed!

We are looking for an A player customer service specialist. A person who strives to provide exceptional customer service and has a willingness to learn and grow. Our most successful CSRs are initiative-taking individuals with upbeat, outgoing personalities, and excellent communications skills. They enjoy fast-paced environments, are incredible at multi-tasking, and offer friendly and encouraging service to all that call our office.

Responsibilities include:

- Welcome all customers with genuine, and friendly enthusiasm over the phone, and in person, communicates clearly and concisely adapting style to suit customers by problem solving, excellent phone skills and resolving conflict.
- Perform outbound confirmation calls and quality assurance calls.
- Proactively address customer concerns with confidence. Know when to escalate and partner with leadership team.
- Process estimates and business correspondence with customers, track sources of jobs and calculate various marketing metrics.
- Schedule work and perform general dispatch duties, including tracking technicians ETA
- In slower business cycles, conducts sales calls to clients that had estimates but opted to not have work done at that time.
- Process marketing correspondence to client-base including reminder postcards, and new client letters.
- Respond promptly to all customer questions providing product and service information.
- Build long-term relationships to meet and exceed customer satisfaction and loyalty.
- Knowledge of internal business end-to-end processes and priorities.
- Maintain knowledge of ways to improve sales and service.
- Maintain organization and cleanliness at your desk and throughout the office.
- Maintain a professional presence and image.
- Other duties as assigned.

The ideal candidate will possess:

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

- Cheerful outlook
- A valid, insurable driver's license
- Interest in learning and development
- Ability to work independently and as a team
- Good judgement
- Maintain confidentiality of client information
- Must be able to pass random drug testing
- Outstanding customer service skills

Benefits offered:

- Health/dental/vision insurance
- Life insurance
- Paid time off
- Simple IRA w/company match up to 3%

Our Vision at Chet's Cleaning is:

We are a place where our employees are treated like family and encouraged to grow and develop themselves personally and professionally. We take an active role in helping our staff develop and achieve their life goals.

We attract and retain the best people because we are a place where our staff makes a rewarding living and is proud of where they work. We have a culture where our staff is passionate about helping others.

Job Type: Full-time

Pay: \$35,500.00 - \$46,000.00 per year