

Customer Service Representative

The Customer Service Representative is responsible for maintaining a high standard of customer service by answering all incoming phone calls, taking care of the customers' needs, or directing those customers to the appropriate department. Greeting walk-in customers, assessing what services they need, and directing them to the appropriate department.

- Responsible for taking phone calls, and booking calls for both the Maintenance and Service departments with the appropriate Technician.
- Responsible for maintaining our Customer Assurance Plus Plans. This requires reaching out to existing customers to schedule their prepaid maintenance visits as well as speaking with new customers about the program and its benefits.
- Maintains these agreements by inputting new or renewed memberships correctly, auditing each account for accuracy, and making corrections when necessary
- Needs to have great attention to detail
- Needs to possess strong organizational skills
- Proficient at multi-tasking
- Basic computer skills
- Needs strong verbal and written communication skills