

Customer Service / Data Entry

WE ARE SEEKING A CUSTOMER SERVICE / DATA ENTRY REPRESENTATIVE TO JOIN OUR SWIMMING POOL SERVICE OFFICE TEAM!

YOU WILL BE RESPONSIBLE FOR:

- * HELPING CUSTOMERS BY SCHEDULING
- * BILLING
- * PROVIDING PRODUCT AND SERVICE INFORMATION
- * COMMUNICATING WITH FIELD TECHNICIANS
- * RESOLVING TECHNICAL ISSUES
- * ON THE JOB TRAINING IS PROVIDED.
- * NO EXPERIENCE NECESSARY.

CANDIDATES WITH STRONG COMMUNICATION SKILLS, SELF-STARTERS, ARE FAMILIAR WITH MICROSOFT OFFICE PRODUCTS AND HAVE EXPERIENCE WITH CUSTOMER SERVICE IS ALWAYS HELPFUL.

MULTI-TASKING ABILITIES ARE A MUST!

WORK DAYS:

APRIL THRU END OF OCTOBER:

MONDAY-FRIDAY 7-5, EVERY OTHER SATURDAY 7-2

BEGINNING OF NOVEMBER THRU END OF MARCH:

MONDAY-FRIDAY 7-4

RESPONSIBILITIES:

- GENERAL OFFICE TASKS SUCH AS DATA ENTRY AND FILING
- HANDLE CLIENT CORRESPONDENCE VIA PHONE AND EMAIL
- DOCUMENT AND UPDATE CUSTOMER RECORDS BASED ON INTERACTIONS
- DEVELOP AND MAINTAIN A KNOWLEDGE BASE OF THE EVOLVING PRODUCTS AND SERVICES
- PROVIDE INFORMATION ABOUT PRODUCTS AND SERVICES
- TROUBLESHOOT AND RESOLVE PRODUCT ISSUES AND CONCERNS

QUALIFICATIONS:

- PREVIOUS EXPERIENCE IN CUSTOMER SERVICE, SALES, OR OTHER RELATED FIELDS
- ABILITY TO PRIORITIZE AND MULTITASK
- POSITIVE AND PROFESSIONAL DEMEANOR
- EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS
- KNOWLEDGE OF MICROSOFT WORD AND EXCEL
- RELIABLE & PUNCTUAL

Job Type: Full-time/In Person

Salary: \$16.00 - \$17.00/hour - Pay may depend on skills and/or qualifications

Although not a sales position, commission can be earned on sales.

Benefits: 401(k) matching, Health Insurance, Dental Insurance, Employee Discount, PTO