**JOB TITLE:**  Customer Service Representative

**REPORTS TO:** Customer Service Supervisor

**CLASSIFICATION:** Administrative

**Job Summary**

* Provides customer service and resolves issues by offering solutions, explanations, options or by arranging for service.

**Job Purpose**

* Process work orders, provide administrative support, provide customer support by answering customers’ questions about pest control and scheduling appointments. Resolve any customer problems or questions, such as billing, right-to-know, chemicals, complaints, etc.; respond to all telephone calls and correspondence in a speedy, polite, and friendly manner; maintain all appropriate records; and work effectively with technicians, and administrative personnel.
* *The key to successful customer service is to treat each customer as the most important person in the world, because they are the ones who make your job possible.*

**Responsibilities**

* Provide customer service to external customers.
* Meet customer needs, offers options, resolves problems and follow up with customers.
* Ensure full customer satisfaction without unnecessarily referring customer to other staff members.
* Maintains friendly, helpful demeanor.
* Create and maintain accurate customer service records on the computer and in paper files. This will involve a lot of data entry and filing. Realize that inaccurate billing can ruin an otherwise good customer experience.
* Schedule appointments using our computer software for efficient routing so technicians can minimize their drive time.
* Call current customers to schedule appointments.
* Work and communicate effectively with other office staff and technicians.
* Answer telephone calls quickly, extra courteously, and in a friendly manner that will make customers say “Wow, they are friendly! They really want my business!” Recognize that most calls are a sales opportunity and not an interruption of your work. Most callers are potential customers with a pest problem.
* Greet walk-in customers and sell retail products. Learn what to sell for different pest problems.
* Be friendly, courteous and customer service-minded at all times.
* Provide information regarding policies and procedures, terms and programs relating to service area for outside customers.
* Identify and prioritize problems and issues related to service area.
* Verify work orders and forms for completeness and accuracy of information.
* Update and maintains all necessary records and/or logs.
* Represent company to outside customers.
* Ensures timely completion of department's work.
* Use time productively. Minimize unnecessary conversation and activities while on company time. Maximize work time efficiency.
* Attend training sessions as required. Study training materials at home as necessary. (Minimal)
* Performs other related duties as assigned or requested.

**Experience and Knowledge Required**

* Able to learn and self-teach a computer software program with basic instructions (ServSuite)
* Comfortable navigating web-based software
* 1 year of experience with Windows XP, Word & Excel version 2007.
* At least 1 year of office experience in a service business.
* Excellent phone and communication skills. Excellent grammar and spelling.
* Good knowledge of Tippecanoe and surrounding counties.

**Competencies**

* Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
* **Customer Service - Manages difficult or emotional customer situations;** Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
* Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions.
* Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.
* Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Follows through on commitments.
* Written Communication - Writes clearly and concisely; Edits work; Varies writing style to meet specific needs; Presents numerical data effectively; Able to read and interpret written information.
* Able to work independently with a minimum amount of supervision in a sometimes stressful function.
* Able to deal with customers in a friendly and effective manner, some of whom will be demanding or evasive.
* Able to think logically and to plan work with efficiency and productivity as a priority.
* Detail oriented.
* Willing to learn the pest control business.
* Willing to do some computer training at home on unpaid time to learn our software.
* Willing to work an occasional Saturday morning 4-6 times a year.
* Willing to sign a non-compete agreement.

**Job Qualifications**

* Minimum Education: High School or equivalent combined experience/education as substitute for minimum education
* Minimum Experience: 1 Year Combined education/experience as substitute for min. experience
* Minimum Field-of-Expertise: Customer service

**Physical Demands**

* Frequently required to sit.
* Occasionally required to walk.
* Occasionally required to use hands to finger, handle, or feel.
* Occasionally required to reach with hands and arms.
* Frequently required to talk or hear.
* Occasionally required to bend, lift or climb
* Occasionally required to lift light weights (less than 25 pounds)
* Occasionally required to lift moderate weights (25-50 pounds)
* Finger dexterity required.
* Hand coordination required.
* Specific vision abilities required for this job include: close vision, distance vision, ability to adjust or focus

*For the consideration of your fellow workers, this is a non-smoking, no perfume office.*

Hours: 8 am-5 pm Monday – Friday with a 1 hour lunch

This job description does not constitute a written or implied contract of employment.

**Declaration of Understanding**

I have read, understand and acknowledge that I can perform this job as described within this position description.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (please print)

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please indicate whether you are an employee or applicant for employment:

[ ] Employee

[ ] Applicant for employment