

TIM FERGUSON PLUMBING AIR & ELECTRIC

Is looking for an Exceptional

Customer Service Representative

As a **CSR**, you would work as a part of a dynamic and passionate team to ensure growth within our company. You will book service appointments and promote customer satisfaction.

Responsibilities :

- Convert incoming calls into booked service appointments
- Follow call scripts, be clear and compelling and personable
- Respond to customer requests, resolving issues and building rapport
- Be professional and encouraging
- Participate in training and adhere to policy
- Maintain/Update customer database accurately

Requirements:

- Proven track record in customer service
- IT competent; good typist and proficient with phone systems
- Highly organized
- Strong Verbal/Written communication skills
- Ability to build trust and demonstrate empathy
- Competitive contributor who loves to be a part of a team
- Highly motivated, flexible and great attitude on life

Benefits Include:

- Health Dental and Vision
- Holiday/Vacation Pay
- Group Outings, Parties and Team Building Events
- Company & Employees are big on charity and helping others
- 401K

If this sounds like the perfect fit for you, please email resume:

admin@timfergusonplumbing.com

Confidentiality Guaranteed-Equal Opportunity Employer

