

Job Description:

CSR/Office Admin

Job Title:	Customer Service Representative/Office Admin	
Pay Scale:	Starting \$15 per hour plus performance bonuses	
Work Hours:	Monday through Friday 8:00am 4:30pm	
Primary Job Function:	Answering incoming calls from customers and vendors. Contact existing customers and neighbors for the purpose of scheduling service maintenance appointments, commercial service agreement appointments or sales appointments for Home Solutions Advisors. Assist Service department with customer retention.	
Reports to:	Office Manager	
Required Qualifications:		
<ul style="list-style-type: none">• High school Diploma or GED• Excellent verbal skills• Well organized and ability to work independently• Professional phone skills• Creative thinker		<ul style="list-style-type: none">• 1-2 Years Inside Sales or phone experience• Strong interpersonal skills• Energetic personality• Teachable• Timely in all work and attendance
Daily, Weekly, Monthly, Yearly Duties:		
<ul style="list-style-type: none">• Track calling efforts and accomplishments using Service Titian.• Review appointment availability with Service Dispatcher.• Assist service department in scheduling residential maintenance agreement customers.• Inform customers of accessory of the month when scheduling residential service appointments.• Call customers within 24 hours of a service call and/or completed installation and conduct a Quality Assurance check. (Happy Calls)• Assist in coordination of home shows, parades and other community events and sponsorships in conjunction with being visible• Track vehicle mileage and oversee vehicle maintenance. The mileage log should be updated the first Tuesday of each month.• Thank you cards sent out weekly• Setting up 90 day meeting for employees with the insurance and IRA rep• Entering CPR		<ul style="list-style-type: none">• Send customers a link to the Google review page and request they post a positive review• Provide accurate appointment information to service or sales• Review appointment availability with service dispatch and office manager• Use probing questions to get information from potential customers (When will project start? How much are energy bills per month? How often are they at home?)• Use Home Solutions Advisors Appointment Form to schedule salesperson visits using open capacity.• Qualify leads (Are they truly interested? Are they in a buying position?)• Set up window shopping customers to be buying customers in the future• Explain the Home Solutions Advisor sales process and timelines• Create any reports deemed necessary to track appointment and lead information• Other duties as assigned
Performance Indicators:		

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Certain key business indicators that will measure the effectiveness. These include the following:

- Frequency of meeting target lead generation goals
- Number of service appointments generated
- Number of positive reviews on Google
- Call booking rate
- Number of outbound calls completed