

Inside Sales/ Customer Service Representative

Qualifications

Sales Experience: 2 years (Required)

Customer Service: 2 years (Required)

High school or equivalent (Preferred)

Full Job Description

Job type: Full-time, Part-time

Are you a motivated, goal-driven individual with a confident, charismatic personality? One of Northeast Ohio's most respected and renowned companies is currently looking for enthusiastic people to join our team of industry professionals. Apply today to see what great opportunities are waiting for you!

Job description:

As an Inside Sales/Customer Service Representative, your job will be to provide excellent customer service to all customers while also promoting sales. This position is the first point of contact for all of our customers, so it is important to be attentive to their individual needs and ensure that they are receiving the best service possible to build rapport - outgoing and warm personalities are a must! An ideal candidate will be able to have fun with this position while also remaining professional. In this position, you will also help to increase sales through offering information about our many products and services as well as assisting with booking calls for our technicians and Comfort Consultants. At times, this position can be stressful, and you will encounter individuals with aggressive personalities and complaints, so you MUST be able to remain calm in strenuous situations.

Responsibilities:

- Handling all incoming calls in a professional manner.
- Encouraging repeat business by building strong customer rapport.
- Promoting recommended services and products, as well as our company's MVP program.
- Working closely alongside Dispatch and other departments to ensure the overall success of the company.
- Making outbound calls for sales campaigns to solicit new or additional services.
- Adhere to our company's plan for resolving customer complaints quickly and favorably.
- Maintaining and updating our customer database with complete and accurate information.
- Promptly and accurately creating new work orders.

We are looking for someone who:

- Is a people person - we need someone who is welcoming, personable, and compelling.
- Has excellent written and verbal communication skills.
- Can remain calm under pressure and high-stress situations.
- Is organized and great at managing their time well.
- Has a positive attitude and a passion for their work.

Qualified candidates must have a valid driver's license that is in good standing and must be able to pass a drug test and background screening.

What we are proud to offer you:

- Medical (FT)
- Dental (FT)
- Vision (FT)
- Voluntary life insurance (FT)
- AD&D insurance (FT)
- Short and long-term disability (FT)
- 401(K) (FT)
- Flexible Spending Account, Health Reimbursement Account, or Health Savings Account (FT)
- Company incentive bonuses
- Paid time off and holiday pay – this includes your birthday as a paid day off after one year of employment! (FT)
- Your own desk! Free to customize and decorate as you wish
- The company of our "Indoor Pest Control Specialist," Bynx the cat
- Company events, meals, activities, and other festivities

Blind & Sons is an Equal Opportunity Employer. No individual is to be discriminated against during the hiring process or during employment because of race, ethnicity, national origin, religious beliefs, gender/sexual identity, sexual orientation, age, disability, or military status.

About us:

Blind & Sons has a long history of providing total home comfort, offering our customers all heating, cooling, electrical, plumbing, and indoor air quality needs. Since 1937, we have built a name for ourselves in Northeast Ohio and have continued to grow through repeat business and customer referrals. Our company has seen the advent of forced air furnaces and air conditioning, and we have continued to adapt to all of the latest technologies in our many trades. In 2013, we acquired Apple Heating & Cooling, allowing us to expand our customer base. Because we are grateful for our success, we also believe in staying involved in our local communities and supporting those who have supported our company; we would not be where we are today without our amazing customers!

We are proud to employ only the most skilled, trained professionals in the industry. Our specialists have not only been formally educated to repair and maintain home heating and air conditioning, plumbing, and electrical systems, but they also stay updated on the latest trade technologies in order to provide our customers with the best, quality service and equipment!

We hope that you will join us and see what makes Blind & Sons a leader in home comfort!

Experience:

- Customer Service: 1 year (Preferred)

Education:

- High school or equivalent (Required)

Work authorization:

· United States (Required)

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Employee discount
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday alternating Saturdays

Education:

- High school or equivalent (Preferred)

Experience:

- Sales Experience: 2 years (Required)
- Customer Service: 2 years (Required)

Work Location:

- One location

Paid Training:

- Yes

Management:

- Team Lead
- Front End Manager

Company's website:

- <https://www.blindandsons.com>

Company's Facebook page:

- <https://www.facebook.com/blindandsons>

Benefit Conditions:

- Waiting period may apply
- Only full-time employees eligible

Work Remotely:

- No

If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

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