

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 our regional 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.
- Experience with Service Titan

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)
- Paid time off and holiday pay
- Your own desk! Free to customize and decorate as you wish

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
- Health insurance
- Paid time off

- Vision insurance

Application Question(s):

- Must have Service Titan Experience

Experience:

- Inside sales: 3 years (Required)

Shift availability:

- Day Shift (Required)

Ability to Commute:

- Barberton, OH 44203 (Required)

Work Location: In person