



Customer Service Representative

Job details

Salary

\$18.00 - \$22.50 an hour

Job Type

Full-time

Qualifications

- Office experience: 1 year (Required)
- Customer service: 1 year (Required)
- Call center: 1 year (Required)
- US work authorization (Required)

Benefits

401(k)

401(k) matching

Dental insurance

Health insurance

Life insurance

Paid sick time

Full Job Description

Family-owned plumbing / drain cleaning / HVAC / sewer repair company is looking for a full-time Customer Service Rep (CSR) for our Troutdale office. This is a great opportunity for an experienced CSR with excellent customer service skills . In this role your primary responsibility will be to schedule home services while providing exceptional customer service. Daily, you must interact with customers, relay all necessary job information to the field techs, and assist in resolving customer service issues.

DUTIES WILL INCLUDE:

- Answering multiple incoming phone lines;
- Extensive customer interaction;
- Schedule service calls via specialized dispatching program;
- Monitoring email and vendor portals for work orders;
- Heavy data entry.

REQUIREMENTS :

- Call center experience preferred but not required;
- Customer service experience a must;
- Excellent communication skills, both written and verbal;
- Must type at least 50 WPM, 10 key helpful;
- Previous office experience;
- Superior phone & customer service skills;
- Ability to multi-task & work under stressful conditions;
- Knowledge of the Portland & Vancouver metro areas is a plus;
- Works well with others !!!

BENEFITS :

- PTO / Sick pay
- 401k matching program
- Paid Holidays
- Employer paid health / dental
- Paid day off on your birthday!!!
- and Thirsty Thursdays! (non-alcoholic, of course!)

We are a 24/7 service company. After a training period, shift will vary (from 7 am to 6 pm), and will include *at least one Saturday a month.*

QUALIFIED applicants only need apply.

Job Type: Full-time

Pay: \$18.00 - \$22.50 per hour

Benefits:

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

Schedule:

- 8 hour shift
- Monday to Friday
- Weekend availability

Ability to commute/relocate:

- Portland, OR: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Office experience: 1 year (Required)
- Customer service: 1 year (Required)
- Call center: 1 year (Required)