



<https://arrestapestpa.com/job/customer-service-representative/>

Customer Service Representative

Description

Arrest A Pest is a premier provider of pest control solutions, and has been a family owned and operated business for over 48 years. Our company culture embraces growth, technology, and integrity as we strive to become a leader in pest control services. Getting the job done with great services is what we are all about. Internally, we work to keep our work family safe, to provide them with the tools to help them grow, and to keep it fun! Established in 1975, we have a legacy of excellence and the stability of an industry leader. A Bell Pest Services is looking for an additional Customer Service Representatives to join our growing business.

If you are a collaborative person who is looking for a support position that is exciting, fast paced in busy season and provides continuous development this may be the right fit for you!

Responsibilities

Our Customer Service Representatives (CSR) are the link between our customers and our service technicians

- As a CSR, you will coordinate schedules, resolve customer issues and concerns, respond to service and sales inquiries, and communicate with the field
- Provide exceptional support by ensuring clients have a great experience
- Create daily schedule to ensure the completion of daily tasks, special projects, and assignments
- Assist in working with Accounts Receivable and Collections to update efforts
- Proactively provide customers with updates and follow-up in a timely manner
- Stay informed on accurate services and sales information in an effort to provide the customer with correct data
- Maintain and update detailed records utilizing customer service software applications
- Respond to generated leads and referrals to drive increase in business
- Partner with management to develop framework to establish expectations and be able to not only meet deadlines but exceed
- Facilitate in the scheduling of service routes in an effective manner to optimize technicians' time
- Assist in training of new team members as requested/needed
- Demonstrate strong attention to detail and accuracy while multitasking

Performance Skills include:

- Goal-driven attitude
- Self-starter
- Integrity and Character
- Detail Oriented
- Interpersonal Communication Skills

Hiring organization

Arrest A Pest

Employment Type

Full-time, Part-time

Job Location

109 Northwood Road, 19073, Newtown Square, Pennsylvania, USA

Base Salary

\$ 15

Date posted

September 27, 2024

Qualifications

- We are seeking a client-facing customer service professional with patience, accountability, and a genuine passion for providing a quality customer service experience
- Excellent communication and problem-solving skills are crucial to our business
- Strong organizational skills, attention to detail and ability to multitask
- Excellent phone etiquette and highly professional verbal, written, and interpersonal communication skills
- Knowledge of MS Office environment with Word, Excel, and Outlook proficiency
- Knowledge of customer service principles and best practices
- Ability to work in a high volume, fast paced environment
- Excellent interpersonal skills, communicates extensively via telephone and electronically with customers and co-workers
- We require successful completion of background check and drug screen
- Full & Part-Time positions available. Weekend availability
- Must provide us with your salary requirement

Technical Skills include:

- Math Skills
- Telephone Skills
- Multi-tasking

Job Benefits

- Competitive Compensation
- Comprehensive benefit package: Medical, Dental, Vision, Prescription
- Paid Time Off (Vacation, Holidays & Sick Time)
- 401k with Profit Sharing and Company Match
- Opportunities for Growth, Development, and Advancement
- Awards and recognition
- Training

Contacts

Both full-time and part-time positions available with paid training at our Cherry Hill, NJ location. Must be able to work on Saturday's, or as needed in rotation with other associates.