



Job Title:	Customer Service Representative	Position Type:	Full-Time, 32-40 hours/week
Department:	Office	Vehicle Required?	Yes
Salary Range:	\$15-17/hour	Hire Date:	
HR Contact:		Termination Date:	

Job Description

ROLE AND RESPONSIBILITIES

The Customer Service Representative is to facilitate a positive customer experience through effective and timely communication, scheduling, and payment coordination.

CUSTOMER SERVICE REPRESENTATIVE

- Must work closely with office staff, estimating and project management teams on internal communications.
- Gather and analyze customer job notes/details and communications for clarity among production and communications systems.
- Serve as the customer’s first initial action contact once a job is booked
 - Determine customer communication preference and document among systems
 - Start text automation system for company communications use
- Coordinate deposit collection method/ preference
- Confirm paint color selection
- Schedule power washes
- Update change orders and addons in systems and make sure that is communicated
- Input paint/labor receipts
- Process close outs
- After 30 day training and review, potential for more job duties such as, but not limited to;
 - Assist with NoCo Jiu Jitsu front desk duties
 - Pull roof permits

RECEPTION

- Communicate with all customers as needed. A call back the same day is expected as acceptable communication and superior service.
- Communicate any rescheduling requirements from the customer
- Handle all customer complaints immediately, and correct any situations in which a customer is unhappy
 - If office staff cannot resolve a situation, they will contact the appropriate party on the same day of receiving the complaint
- Greet all customers, clients, vendors, and staff when they enter the office



- Be the first point of contact for the front door; accepting deliveries, letting NOCO Jiu Jitsu students in, respond to all Ring alerts, etc.

EDUCATION REQUIREMENTS

- Must be at least 18 years of age or older and provide a valid identification
- Advanced computer skills in Microsoft Office products and Adobe Creative Cloud
- High school graduate or equivalent

PREFERRED SKILLS AND QUALIFICATIONS

- Maintain M&E Painting’s culture of high performance and commitment to quality
- Display exceptional customer service with all clients
- Display excellent organizational, time management, and problem-solving skills
- Ability to work accurately and meet deadlines with frequent interruptions
- Display effective written and verbal communication skills
- Display strong interpersonal skills and the ability to work with a variety of personalities
- Self-starter; be able to work with little direction or supervision
- Exhibit flexibility, creativity and resourcefulness with sound business acumen to create positive, collaborative culture within the team
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Identify complex problems and review related information to develop and evaluate options and implement solutions
- Ability and desire to learn and expand knowledge base

ADDITIONAL NOTES

- Must be comfortable speaking on the phone regularly
- Must be able to work 10am-7pm, Monday-Friday
- Must have a valid Driver’s License and a steady mode of transportation to and from work and occasionally job sites/ vendors, etc.

Employee Signature:		Date:	
Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	