**Sample Job Description: Customer Service Specialist**

**Job Overview:**

Our customer service team is essential to keeping the company operating and ensuring homeowners have a great experience with us. Customer Service Specialists act as a liaison, provide product/services information, answer questions, schedule service appointments, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

It's a big job, and we value feedback from our customer service team to make sure the company is operating efficiently and that homeowners are happy with our work.

Here are a few benefits of choosing to work for [Insert Company Name]:

* Paid training
* Bonuses based on performance
* Tech tools to help you do your job efficiently
* Health insurance
* Paid Time Off

To be successful in this role, you will need to be organized, efficient, persuasive and have practical problem-solving skills. You will be interacting with our customers daily and having patient and respectful behavior is a must as you are representing our Garage Door company.

**Responsibilities:** (This list may not include all the duties assigned)

* Go the extra mile to help homeowners and potential customers
* Manage large amounts of incoming phone calls and outbound return calls
* Use software, like our ServiceTitan CRM, to record interactions with homeowners
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Follow communication procedures, guidelines, and policies.

**Basic Position Requirements:**

**Abilities:**

* Proven sales and customer support experience or experience
* Strong phone, active listening and overall communication skills
* Familiarity with CRM systems and practices
* Customer orientation and ability to adapt/respond to different types of characters.
* Ability to multi-task, prioritize, and manage time effectively.
* High school diploma or equivalent