

### **Customer Service Representative – Position Description**

All About Chimneys Inc. is a family owned and operated business providing quality stove and chimney products and services to our North Idaho Community. We are seeking to add a Customer Service Representative to our team. If you are passionate about organization and providing great customer service, All About Chimneys is a great place to work! Apply today!

#### **Responsibilities:**

- Performs customer service duties: greet visitors, answer and direct phone calls, maintains schedule of installations and service calls.
- Serves customers by providing product and service information and resolving product and service questions.
- Attracts potential customers by answering product and service questions and suggesting information about products and services.
- Opens customer accounts by recording account information.
- Maintains accurate customer records by updating account information.
- Resolves product or service questions by clarifying the customer's concern, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Works collaboratively with other team members.
- All other duties and tasks as assigned or as needed.

#### **Requirements/Qualifications:**

- 2-5 years of work experience in Customer Service.
- Must have exceptional attention to detail.
- Strong organizational and time management skills, and ability to prioritize.
- Must be a self-starter and driven.
- Excellent communication and interpersonal skills.
- Strong problem-solving skills and analytical abilities.
- Experience using CRM systems.
- Proficient with Microsoft Office and Google products.
- Experience with QuickBooks and/or Service Titan systems a plus.

#### **Education:**

- Minimum of completion High School (or equivalent) preferred.

#### **Position Type:**

- Full time, 30 hours per week.

#### **Compensation:**

- Hourly rate: \$16 - \$20, depending on experience
- Benefits packages available