

WorkBC Employment Services – Job Posting

CUSTOMER SERVICE REPRESENTATIVE

Area of Relevancy	;#Sea to Sky;#
Company / Employer	Spearhead Plumbing
City of the Job	Pemberton
Address of the Job	
Job Type	;#Full Time;#Full-time, year-round long term position;#
Availability Requirements	;#Weekends Required;#Flexible schedule but must be available weekends;#
Level / Salary Range	Starting range of \$16 to \$18 per hour with the opportunity for increases and advancement
Years of Experience	
Position Area	
Date Job Posted	10/25/2018 12:00:00 AM
Application Deadline	11/25/2018 12:00:00 AM
Contact Name	Dorthy
Contact Phone Number	
Contact Email	
How to Apply	TO APPLY: Please apply directly to: dorothy@spearheadsph.com
Job Description	<p>A busy and successful locally owned and operated plumbing and heating company is seeking a full-time Customer Service Representative.</p> <p>They offer a flexible schedule, competitive starting wage and benefits plus training and support to allow the candidate to quickly grow and advance within the company.</p> <p>Duties & Responsibilities Include:</p> <ul style="list-style-type: none"> - Handing incoming calls including taking service orders, answering general inquiries and overall communication with customers, suppliers and technicians - Working with the Dispatcher to organize and dispatch service calls according to priorities, team workload and availability - Assisting in coordinating and communicating the service technician schedule on the fly - Following up with every service order - Juggling under pressure with a smile and positive attitude - Working as part of a team and taking ownership of each request and project

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	<ul style="list-style-type: none"> - Assisting with a variety of administrative duties such as organizing contracts, invoices, filing, data entry
Accessibility	
Desired Qualifications and Experience	<p><i>The Perfect Candidate:</i></p> <ul style="list-style-type: none"> - Friendly, outgoing and confident personality - Articulate with excellent communication skills, especially over the phone - Logistics minded – great at juggling a schedule, service staff and customers - Previous customer service and/or administrative experience - experience within the trade services industry is an asset - Pays careful attention to detail and is a stickler for accuracy - Multitasker who thrives in a busy environment - Computer savvy with strong admin skills (Word, Excel) - Able to handle the challenge of demanding clientele and works hard to meet their needs while showing genuine care and empathy - Organized, efficient and able to prioritize - Can operate independently, offer suggestions and works without direct supervision <p><i>Additional Information About the Role:</i></p> <ul style="list-style-type: none"> - Extended health plan available - Pemberton based office with a close-knit family environment
Opportunity Type	?