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Customer Service Representative (CSR)

Description

Our customers have a variety of problems and issues that they count on us to help them resolve. We're looking for a mighty nice person who enjoys solving problems, helping people make good choices, and has some customer service/sales experience. You will be expected to be helpful in stressful situations, quickly diagnose a variety of situations in order to obtain and enter appropriate information into our software system, set appointments, and follow up with outbound calls to ensure the customer received 5-star level service.

Responsibilities

The Customer Service Representative position is part counselor, part data collector, part customer service and sales representative. We have high expectations and need someone who is willing to learn our system and appreciates being coached in order to improve. At the same time, you will have a lot of autonomy and the opportunity to become a part of a great team that helps thousands of people each year, which makes this a wonderful place to work. We spend a lot of time together and rely upon one another to provide 5-star service to our customers. Someone who is humble, hungry and smart is an ideal fit for this role.

Qualifications

- Mighty nice personality
- High school diploma/GED required
- Ability to remain professional and courteous with customers at all times
- Excellent verbal and written communication skills
- Solid computer data entry skills
- Ability to think quickly/discernment
- Emotional Intelligence
- Customer Service/Sales
- Willingness to be a part of potential on-call rotation to answer calls nights, weekends, holidays.

Job Benefits

In exchange for your excellent work, you will enjoy a very competitive salary with benefits including: health, vision, dental, vacation, 8 paid holidays, 401K w/match, career/skills building educational opportunities (paid by MasterTech), fun events, food/snacks on special occasions, significant discounts on HVAC and plumbing, an enjoyable team of people to work with, and a fulfilling career.

Contacts

If you believe in hard work, having fun, being a part of a team and serving others in exchange for a rewarding career that pays extremely well, then please click on the "Apply Now" button located on the right side of this page!

Hiring organization

MasterTech Plumbing, Heating and Cooling

Employment Type

Full-time

Job Location

5150 Interstate 70 Dr SW., 65203, Columbia, MO

Working Hours

8am - 5pm Monday - Friday,
possible rotating on-call shifts