

Title: Customer Care Representative  
Reports to: Director of Customer Care  
Department: Customer Care

Revision Date: 6/29/16  
FLSA Status:  Exempt  Non-Exempt  
Work Status:  Full-time  Part-time

### **JOB SUMMARY**

The Customer Care Representative is responsible for proactive communication with customers and appropriate company departments throughout the entire flow of sale. This includes entering customer information from the sales team, responding to customer questions and feedback, and keeping company team members properly informed during the entire life cycle of the customer.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Partner with sales team and other company departments to meet and exceed customers' expectations.
- Maintain customer records by updating account information in a timely manner.
- Take orders by obtaining and verifying information from customer or sales department.
- Track orders and follow up with customers and appropriate company department throughout the flow of sale as necessary.
- Schedule various appointments with customers and designated team members as needed.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustments; following up to ensure resolution.
- Answer inquiries by clarifying desired information; researching, locating, and providing information, and escalating unresolved problems in an expeditious manner.
- Process customer payments.
- Contribute to team effort by accomplishing related results.
- Update job knowledge by participating in educational opportunities to stay current with industry trends.
- Additional duties may be added at the discretion of a supervisor.

### **JOB REQUIREMENTS**

Skills, Abilities & Competencies:

- Must have a positive and supportive attitude, particularly toward all customers.
- Ability to prioritize tasks and maintain a strong work ethic.
- Must be self-motivated and take initiative; have technical ability, analytical ability, and decisive judgment.
- Must be able to analyze problems and recommend solutions.
- Excellent computer skills in a Microsoft Windows environment, including Word, Excel and PowerPoint.
- Effective oral and written communication including ability to communicate with individuals in differing roles including employees and customers.
- Excellent interpersonal skills including ability to communicate effectively on the phone, including showing appropriate empathy and conflict resolution skills.
- Excellent organizational skills.
- Must be detail oriented including the ability to manage multiple projects at one time and accurately input data into the customer database.
- Ability to type a minimum of 40 words per minute accurately.

### **EDUCATION & EXPERIENCE**

- Minimum of a high school diploma, or equivalent is required.
- Prior customer service experience is preferred but not required.
- Familiarity with residential roofing is preferred, but ability to learn and retain this knowledge is required.

### **PHYSICAL DEMANDS**

While performing the essential functions of this job, the employee is regularly required to stand, walk, sit, talk and hear, and occasionally required to reach with hands and arms, stoop, kneel, and crouch. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close, distance, and peripheral vision, depth perception and the ability to adjust focus as well as work on a computer for extended periods of time. The employee must be able to communicate verbally with customers, vendors and employees on the phone or in person.