

# Customer Service Representative: 7 am - 4 pm

Mission Control – Fredericksburg, Texas

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At 72 Degrees we are looking for someone like you to take our company to the next level by joining our team as a **Customer Service Representative!**

Our **Customer Service Representatives** work with customers to ensure that we continue to provide world class service.

## Summary of Position

The primary goal is to ensure 100% customer satisfaction by owning each client and ensuring they are served. The **Customer Service Representative** is responsible for taking incoming client calls for service and scheduling. In addition, this position is required to make outbound calls to club member and non-club member clients to ensure that 3 calls are ran each day per tech minimum. The **Customer Service Representative** should expect to have an average of 90 calls per day, both incoming and outbound. This role is responsible for accurate scheduling and performing backup duties for dispatching, debriefing and Sales Lead Coordination.

## Essential Job Functions

- Receive incoming service and maintenance client calls
- Confirm service related calls for the following day.
- Schedule club member visits as directed ensuring that 3 calls per day per tech are being completed.
- Build value with current club members to maintain renewal rate.
- Perform outbound calls to non-club member clients.
- Accurately build service related calls per qualified tech
- When directed, prepare and complete written client communications.
- Demonstrate accuracy and thoroughness in all aspects of position.
- Show ability to make timely decisions in the best interest of the customer and company.

## To Be Successful in this Role

- Minimum of two years office or customer service experience (retail, hospitality, dispatch, etc).
- Excellent interpersonal skills with the ability to interact with all types of customers.
- Strong customer service attitude.
- Able to plan and schedule work rather than just react.
- Able to "think on your feet" to provide customers with needed information for their specific installation or repair.
- Ability to work as part of a team.
- Strong computer skills with a good knowledge of Microsoft office and ability to learn customer service management and scheduling / dispatch software.

## Education and Experience

- High School diploma or equivalent required
- 2 years of customer service experience required
- Associate's Degree or higher preferred
- Experience with position that is 70% phone time preferred

**Required Skills**

- Must have excellent phone etiquette and have the ability to manage multiple telephone lines in a professional and positive manner.
- Must be able to effectively prioritize and organize daily job duties
- Must be able to accurately enter order information, including updating of customer accounts, telephone and contact numbers.
- Extremely high attention to detail is required
- Computer Skills: Must be proficient in Microsoft Excel and Microsoft Word; experience with Citrix software preferred.
- Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other team members of the organization. Must be able to read, write, speak and comprehend English.
- Mathematical Skills: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Salary**

- Starting salary of \$15.00/hour + Bonus/Incentives
- **Hours: 7:00 am to 4:00 pm**
- We offer a competitive compensation & benefit package for employees and their families including medical, dental, vision, paid time off and holiday pay. We pride ourselves in have an excellent working environment. We are an equal opportunity employer committed to affirmative action and diversity.

**Candidates must successfully pass a drug test, reference check, and background check prior to being hired.**