

Customer Service Representative

IN OFFICE POSITION, NOT REMOTE.

We're looking for **FUN, ENERGETIC** people to be the **voice of Amps & Volts Electric!** Our contact center is the first touch point for all customers needing service and it is our main goal to set the tone for excellence in their experience with us. We want **YOU** to be a part of helping us positively impact and enrich each person's life that is interested in using Amps & Volts Electric for their home service needs. When you apply with Amps & Volts Electric you aren't just applying for a job; you are applying to be a part of a fun, loving, supportive family that is focused on serving our team members and customers.

Who **You** are:

- You care deeply, genuinely and passionately about customer support and know that every bit of work you do makes a real difference in making our customers happy
- You are compassionate, helpful, a good listener, a quick thinker and a self-starter
- You have an innate ability to adapt in a fast-paced environment while maintaining attention to detail
- You make decisions and solve problems quickly, but you are willing to ask for help when you need it
- You have excellent verbal and written communication skills

What **YOU'LL** be doing:

- Display a friendly, positive attitude toward serving customers and possess strong customer service skills
- Engage customers in meaningful conversations that include understanding what's important to them
- Inform customers of appropriate options available to help them achieve their home goals
- Create experiences for customers that cause them to use us to facilitate every need they have to service their home

Who **We** are:

- A company built on the core values of Honesty, Integrity, Family, and Excellence
- A fun working environment with room for growth and development (We want to see you succeed!)
- An uplifting team where you are surrounded by leadership and team members that are truly invested in and care about your life

Perks:

- Full Time – We have 2 shifts of CSR
- Paid Training
- Paid Holidays
- Vacation Time
- Family Atmosphere
- Employee Discounts at many local and online businesses
- Free Company Library (physical books, e-books, audio books)
- Health Benefit (*Coming Soon!*)
- Regular Team Gatherings, Outings, and Events
- Company family meetings & many other fun activities

Qualifications:

- Minimum High School Diploma
- Prior Customer Service & Dispatching experience is Preferred
- Attention to detail and problem-solving skills
- ServiceLine Software experience is a plus (willing to train).
- Knowledge of Microsoft Word, Excel, and email programs is a must
- Comfortable with Technology and Computer Apps a Must
- The ability to work with a team or individually
- Strong written and verbal communication skills required
- Ability to enter data directly on to the computer while speaking with clients or technicians.
- One year of online chat experience preferred
- Previous experience working with a CRM system or other management software tools
- Required 40+ WPM; must pass typing test
- Ability to effectively handle multiple tasks in a fast-paced environment
- Willingness to travel for training as needed (travel & training expenses paid)

Special Job Descriptions:

- Special task assignments may require day, evening, weekend or holiday hours
- Overtime may be required