



CUSTOMER SERVICE REPRESENTATIVE

OVERVIEW

- Full Time
- High school diploma or equivalent.
- Three years of customer service experience.
- Microsoft Office Suites (Excel, Outlook, Word)

See page 2 for full details.

BENEFITS

- Health insurance, dental & vision plan
- 401(k): Company match (.50 on the dollar up to 8%)
- Short term disability
- Optional life insurance
- Paid holidays, generous PTO & vacation time
- Employee discounts
- Recognition programs & incentives

eMail application to:
careers@bantamwesson.com

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Phone Customer Service Representative

BantamWesson is dedicated to supporting the 'Whole Home' experience with fuel, electrical, energy audits, hvac, pest control, and plumbing services.

Essential Job Functions:

Customer Service Representatives answer phone calls from BantamWesson customers who wish to inquire about our services, place orders, and pay bills. Our Customer Service Representatives are the first line of contact with our customers and should demonstrate a well versed, professional, and customer service minded experience.

Customer Service Representatives use their knowledge of company products, services, and policies to assist customers with inquiries, complaints, or problems. Representatives are expected to listen to the customer, gain a better understanding of their needs, and offer possible solutions to ensure the customer is satisfied. Representatives will also be expected to make outbound calls to schedule deliveries, schedule home service appointments, and sell service memberships.

- Collects and enters orders for new or additional products or services.
- Informs customers of the benefits of a service membership and upselling to a plan that best suits their needs
- Meets weekly and monthly sales quotas
- Explains in detail the benefits of becoming an automatic fuel customer
- Gives full attention to what other people are saying, taking time to understand the points being made, asking for additional information as appropriate
- Ensures that appropriate actions are taken to resolve customers problems and concerns in a timely fashion.
- Fields customer questions and complaints; when the issue is beyond the representatives knowledge, forwards to the assigned specialist or manager.
- Logs customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Performs other related duties as assigned.
- Use ADD Energy for BantamWesson Fuel services
 - BioHeat
 - Liquid Propane
- Use ServiceTitan for all BantamWesson Home Services
 - Electrical
 - HVAC
 - Plumbing
 - Pest Control
 - Sales (Equipment & Liquid)
- Use Microsoft Suites
 - Excel (Daily)
 - Creating, editing, & maintaining sharable workbooks
 - Utilizing spreadsheets to track commissions and continual training materials
 - Outlook (Daily)
 - Creating templates for customer replies
 - Calendar used for following up with customers/training/meetings
- Teams
- Use Destwin (Company specific web-based software) for billing and customer communication support
- Use ADP for timecards and vacation requests

Minimum Required Qualifications:

Education, Training, Experience

- High school diploma or equivalent.
- Three years of customer service experience.
- Microsoft Office Suites (Excel, Outlook, Word)

Knowledge, Ability and Skill

- Must be able to easily operate a computer, learning and adapting quickly to various software applications.
- Excellent oral and written communication skills
- Ability to follow rules, regulations and procedures
- Ability to work independently and follow through on assignments with minimal direction
- Ability to work well within a team environment, which may be local or virtual
- Ability to resolve or assist in the resolution of complex customer problems
- Willingness to learn; required on the job, online, and in-person
- Ability to understand and interpret written/verbal instructions, rules, materials, and reports, and appropriately apply what is learned to specific situations
- Acts with autonomy to evaluate and choose the best option in order to solve problems
- Winning attitude and dedication to customer satisfaction
- The ability to speak clearly so others can understand you.
- Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.
- Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.
- Excellent organization skills and ability to multi-task
- Adapts quickly to changes
- Manages and resolves conflicts, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Physical Demands & Working Environment:

- On site call center environment. Ability to work remotely as needed. (Must meet network requirements)
- Prolonged periods sitting at a desk and working on a computer.
- The noise level in the work environment is usually moderate to high
- Saturdays-mandatory during heating season (November-April)

*Blackout dates November-April: limited vacation, requests will be granted first come first served based on performance.

Department: Customer Service

Reports to: Customer Service Manager

Position: Full time (Non-Exempt)

Commission

Interested? Email the job application on our career page to careers@bantamwesson.com.