

JOB DESCRIPTION

Administration Position

- Report to work for starting time as specified and also for end of day time as specified
- Answer Phones – answering the phone either by the 1st or second ring
- Customer Service Skills
- Data Entry, entering payments, customer information and notes on the customer's account
- Setup new service, warranty calls, appointments, in the system
- Call customers after new starts are done for a review of new service satisfaction
- Take new leads for inspections on form and call inspectors with information
- Schedule reoccurring services – pest control and termite and other services we provide,(even if you are not sure about a service we do, setup an inspection and let the inspector go out)
- Call customers that want a call to setup their quarterly service – Notification Call
- Call technicians with new start information
- Call existing customers to setup inspections for sales inspectors
- There will be other job responsibilities created as the needs of the business grows and dictates.
- You are required to punch in when you start work, punch out for lunch, punch back in from lunch and then at the end of your schedule work time.