

Director of First Impressions: Customer Service Representative

We are looking for a highly conscientious and organized team member to join our tight knit, professional, and fast-growing landscape company. This position is vital to our company's daily function and will focus on assisting all potential and current clients who inquire about our services over the phone and through online forms. The Director will provide new and returning customers with an accurate picture of what Drake's 7 Dees offers in both Irrigation Repair and the Design & Build Department. The position will also support administrative staff with filing and reception related duties. Our administrative team drives our organization's success and enables us to provide a premium service to our clients.

To excel in this role, a candidate should be detail oriented, efficient, and accurate. They must have a strong desire to listen and understand our clients' needs in order for the client, or potential client, to feel valued when they engage with our company. There is a 3 week training period with an administrative team leader who will be phone backup during the busy spring and summer months. The role requires a team player as they will be working closely with administrative staff to make sure each person that contacts Drake's 7 Dees is helped in a timely manner.

Working at Drake's 7 Dees you'll be joining a diverse community of landscape experts who are innovative, inclusive, and supportive of your own personal development. The companywide employment retention average is 9+ years. We are a family, and we love to promote from within. Building a strong team is about more than just hiring smart and competent individuals. We encourage the further development of our professional staff by utilizing state-of-the-art assessments to provide insight into how we can bring our highest and best selves to the workplace every day.

Hours 8-5 Monday- Friday

Essential functions include but are not limited to:

- Answer and distribute all incoming inquiries including, landscape leads and irrigation repair requests that come in over the phone, email, or through forms
- Provide excellent customer service through comprehensive knowledge of company offerings
- Work with administrative team on constantly improving customer experience.
- Communicating with customers, understanding their needs, collecting and inputting their information based on project needs.
- Effectively taking repair calls and translating needs into work orders
- Guide landscape customers through our design process
- Data entry and CRM scrubbing
- Scheduling
- Filing, assisting with company organization, and light projects are given by administrative staff

Qualifications

- 3-5 years of phone inbound/outbound experience
- 1-2 years experience in a similar customer service role (leadership, retention, training, or collections) preferred
- Knowledge of Landscape/Design/Irrigation preferred but not required.
- Proficient in Word, Excel, Outlook, and PowerPoint.
- Experience with HubSpot CRM system a plus but not required.

Requirements

- Reliable transportation

- High school diploma or equivalent

Job Type: Full-time

Pay: \$16.00 - \$20.00 per hour

Benefits:

- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Paid time off
- Professional development assistance
- Referral program
- Tuition reimbursement

Schedule:

- 8 hour shift
- Monday to Friday