

PLEASE DON'T APPLY if you cannot complete the training

We will be reviewing your resume DO NOT CALL Company or Email to get status lets be professional.

Customer Service/Office Manager (Remote ONLY)

\$2,000 sign on BONUS-After 6 months on the job.

Job Purpose

Maintain day to day company operation in a safely and professional matter. Need to make sure Drivers and Service Tech are doing their duties, maintain communication with vendors. Maintain customer/employee database with current information. Clear and concise communications with employees, and company customers, including keeping customers apprised as to company schedule and requested lead-times. Update and Assist owners on projects and other work-related duties.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

JOB REQUIREMENTS:

- **MUST COMPLETE (2) WEEKS intense weekday training, approx. 30-40 hrs./week paid**

JOB RESPONSIBILITIES:

- Resolve issues & customer concerns
- Provide Sales (help salesperson with stream flow of the sales or customer information) and product support once training is complete
- Provide superior customer service
- Run day to day business and issues that arise and resolve them.
- Meet deadline project and other

EXPERIENCE/QUALIFICATIONS:

A minimum 2-year related experience and/or training in customer service, dispatching or project management or equivalent combination of education and experience.

- Bilingual in Spanish preferred
- Ability to add, subtract, multiply, and divide. Ability to compute rate, ratio, and percent.
- A minimum 2-year related experience and/or training in customer service, project management or equivalent combination of education and experience.
- 1-2 years of office, dispatch assistance, and customer service management experience
- Ability to sit for long periods of time
- Ability to multitask under pressure
- Solid organization and planning capabilities, strong attention to detail
- Outstanding written and verbal communication skills, grammar, and a consistently courteous and keeping professional tone of voice always.
- Very self-motivated and goal-oriented with ability to multi-task
- Proficiency in Microsoft Office and computer skills (i.e., Outlook, Word, Excel)

- Ability to learn new software and proprietary software
- A consistent positive attitude with the ability to deal with change on an ongoing basis.
- Must be a TEAM player
- Exceptional telephone communication skills in relating to customer's needs, wants and concerns.
- Be able to handle a fast-paced environment and multiple functions at the same time.
- Be able to work flexible hours when needed.
- Ability to learn quickly.
- Helping driver drivers with daily operations is they have a concern or question
- Regular office tasks, such as Entering all orders into system
- Updating customers with daily delivery orders
- Work on special projects and reports
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence such as email, text and VM. Ability to speak effectively with customers or other employees of organization.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several issues that varies in different situations.
- Advanced customer service skills. Ability to multi-task, Organized, Geographical knowledge of service area or map of Westchester County, reading skills, Knowledge of industry is recommended but not required, Computer skills and ability to work in multiple applications in fast paced environment.

Benefits:

- Full-time
- \$18 - \$27/hour base pay!
- **Sign-on bonus: up to \$2,000! After 6 Months it will be paid**
- Paid training (2 weeks)
- 2 weeks' vacation and pay holidays.
- Option to work from home-if qualified

HOURS:

- Monday to Friday 40 hours/week, and more (between 8:00A.M. and 5:00P.M., Must be able to work flexible hours when needed. **(Winters Only)**)
- Weekends on call, depending on the weather (mostly in the winter)