



Pay: \$17.00 - \$22.00 per hour

Job description:

Cavinder Plumbing, Heating and Cooling is a reputable, family-owned HVAC/Plumbing company serving the community for over 25 years. We are committed to providing our valued customers with exceptional heating, ventilation, air conditioning, and plumbing services. Our team is dedicated to delivering outstanding customer service and building lasting relationships with our clients.

Join our team as a Customer Service Representative (CSR) and become the friendly face and voice of our company. As the first point of contact for our valued clients, you will play a key role in providing exceptional customer service by addressing inquiries, scheduling service appointments, and offering helpful information about our services. If you are a motivated and customer-focused individual, we encourage you to apply!

Responsibilities:

- Provide excellent customer service and ensure customer satisfaction at all times
- Answer incoming client calls professionally and promptly.
- Greet all clients warmly and courteously to create a positive first impression.
- Prioritize client needs and address their concerns promptly.
- Schedule service appointments for clients.
- Maintain detailed and accurate records of all customer interactions.
- Provide clients with product and service information.
- Resolve customer complaints and concerns professionally and in a timely fashion.
- Work with other departments and technicians to ensure smooth operations.
- Maintain a professional and positive attitude during all customer interactions.



Qualifications:

- High school diploma or equivalent (additional education in a related field is a plus)
- Previous experience in a customer service role is required
- Knowledge or experience in the HVAC/Plumbing industry is a plus, but not required
- Excellent communication and interpersonal skills
- Strong problem-solving and multitasking abilities
- Proficient in using computer systems and customer service software
- Ability to work in a fast-paced environment and handle stressful situations with patience

Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Bonus opportunities

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Vision insurance

Work Location: In person

