



**WE'RE
HIRING!**

Customer Service Representative / Dispatch (Weekends)

Do you consider yourself a hero? Like to talk to people and make their day? Then you might be a perfect fit for Mr Rooter Plumbing!

As a Customer Service Representative, you are responsible for handling incoming calls and scheduling service calls to meet customer requirements. Exemplifying our code of values, you show respect and courtesy to all customers and employees.

If this position is for you, you are self-motivated, energetic, and enjoy helping people. You are driven to provide the highest level of customer service and satisfaction and able to effectively manage a variety of situations on a day-to-day basis.

Specific Responsibilities:

- Receive incoming calls in a professional and courteous manner
- Prioritize and coordinate the scheduling of services
- Coordinate delays in schedule with customers and service technicians
- Use customer development techniques to solicit work through phone, email, mail and personal customer contacts

Job Requirements:

- **Minimum two years office experience**
- **Minimum 1 year of dispatcher experience**
- **Must be proficient with Microsoft Office**
- Experience with Service Titan or similar Customer Relationship Management Program would be an asset
- Strong written and verbal communication skills
- Detail-oriented with strong data entry skills
- Team player who can work independently

Hours: Fridays - 11AM to 6 PM

Saturdays - 8 AM to 6 PM

Sundays - 8 AM to 6 PM

* Potential hours, exact times may vary but will be consistent

Benefits: Benefit package after 3 months, staff events, on-site gym and a fun environment.

To apply:

Send Resumes to
mrrootercsr2@mymts.net
Attention: Andrew

