



Customer Experience Consultant

Position Description

EXPERIENCE, EDUCATION and SKILLS REQUIRED

High school diploma or equivalent. Previous experience preferred. Excellent verbal communication skills, friendliness and ability to build rapport required. Must possess ability to learn and communicate technical, industry-related data pertaining to the services to be sold. Must have a clean-cut, professional image, sense of pride, integrity, courage, self-motivation, attention-to-detail, perseverance, follow-up skills and dependability. Must display positive demeanor, professionalism and desire to please potential and existing customers. Must enjoy working independently. Must meet company drug screen requirements. Must speak English.

ESSENTIAL JOB FUNCTIONS and DUTIES

Regular attendance at the Service Center and all required meetings

Work well under pressure of deadlines

Continually build relationships and promote excellent customer service, integrity and professionalism

Answer phones

Execute customer care including problem solving, answering billing questions, educating customers on seasonal issues they may see, and following through with what each customer needs

Schedule for pest, lawn, and termite

Print daily work and week in advance work for technicians

Act as liaison for the customers with their technicians

Complete monthly calendar for CET and technicians with Saturday schedules

Communicate with sales team regarding sales leads

Assist in collection efforts

Assist in the filing room

Perform all other duties assigned

SPECIAL EQUIPMENT



Must possess ability to use telephone, computer and other required technology.

TYPICAL WORKING CONDITIONS / SCHEDULE

Extensive sitting and talking. This position requires the ability to work full-time, five to six days per week and approximately 8 hours per day. This position reports to the CET Supervisor or Service Center Leader.

REQUIRED PHYSICAL and MENTAL DEMANDS

Requires constant sitting and talking, mental alertness and hearing. Requires constant use of telephone and other technology associated with a sales position. Must possess physical ability and stamina to work indoors. Requires corrected vision and hearing to normal range. Must have ability to communicate clearly.

This description may not be all-inclusive and is subject to change at any time.
The Customer Experience Consultant is expected to perform other duties as assigned and directed.
Position descriptions and duties may be modified whenever deemed appropriate.