

McSwain Carpets and Floors
Builder Customer Service Representative

Purpose:

Identify and meet all internal and external customers' needs regarding installation and service. Research and resolve problem issues. Contribute to the success of McSwain Carpets by building positive relationships with salespeople, operations staff, and external customers. Through these relationships a successful candidate will be able to help McSwain Carpets exceed the external customers' expectations of installation and service.

General Summary:

A successful candidate in this position will specialize in assisting customers with scheduling and service needs. The candidate should be able to effectively communicate and work with the operations and installation personnel to create successful outcomes for the external customers. The candidate should have a clear understanding and knowledge of the standards of the divisions as they relate to the sales and installation process. The candidate should also effectively work in a team environment to balance the established standards of the division with both sales and customer service and to ensure that the customers' expectations are exceeded.

Qualifications:

Business Professional – Excellence in Relationship Building and Customer Service (i.e. responsiveness to internal and external customers, follow-through, reliability, consistency, and accuracy)

Administration – thorough understanding of computer software utilized in order entry process and paperwork associated with customers, sales, and installation.

Knowledge – Customer standards, pricing, and product selections. Demonstrate strong, functional knowledge of the flooring industry to accomplish business goals.

Team Player – Contribute to team objectives, develop positive working relationships with sales team, operations staff and customer service team through building trust and respect.

Communication – Clear and concise communications to other departments as necessary to meet customers' expectations and to bolster organizations image both internally and externally.

Integrity – Commitment to following the business culture of McSwain Carpets as outlined by our Mission and Vision Statement.

Accountability:

The Builder Customer Service Representative is responsible first and foremost to the McSwain customer; and secondly to the Vice President who will oversee their training and development.

Essential Job Functions:

- Handle customer calls with a high degree of courtesy and professionalism
- Self motivation and good time management abilities
- Provide customer service phone support for periods of time
- Thorough understanding of order entry process through Comp-u-Floor
- Account set-up and maintenance through Matrix
- Strong Customer Service and problem-solving skills
- Work within a fast-paced team environment
- Identify, research and follow-up timely with an individual customer until question is answered or an issue is resolved.
- Learn and communicate to operations all individual customer requirements
- Understanding of the billing process for Retail Customers
- Perform follow-up phone calls to prior day installations on an as needed basis
- Provide administrative support for other sales personnel as needed
- All other duties as assigned

McSwain Carpets and Floors
Retail Customer Service Representative

Skills:

- Able to operate various types of office equipment
- Able to use computers and have working knowledge of Microsoft Office
- Able to communicate clearly and effectively with customers and associates
- Able to understand operational procedures
- Able to multitask many internal and external customers needs
- Should be self motivated and able to work in a team environment
- Able to stay organized in a fast-paced environment.

Success Measures:

First 30 Days

- Become familiar with the on-line systems for each of the builders McSwain Carpets services
- Review and become proficient in using Comp-u-Floor and Matrix
- Cross train with other Customer Service teams for all business divisions
- Have professional knowledge of all products and installation methods
- Independently perform daily and weekly responsibilities that are assigned
- Actively assist the sales staff and installation managers for the Builder Division
- Begin to identify areas for improvement in business processes, operations processes, and customer service

Compensation:

- \$17 to \$18.50 per hour depending upon experience
- 10 business days paid vacation per year
- 5 paid PTO days per year