

# Customer Service Representative



## ***Job Description***

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Robies has an immediate opening for a hardworking, professional Customer Service Representative to join our office staff. The ideal candidate is experienced on the phone with excellent listening skills and a friendly, kind, welcoming demeanor. Must be willing & eager to learn about the HVAC trade. A Robies Customer Service Representative advocates for the customer and works hard to ensure an exceptional overall customer experience.

## ***Responsibilities***

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- Outbound Scheduling Calls
- Opening New Customer Accounts
- Receiving & Processing Requests for Service
- Receiving & Processing New Sales Leads
- Assisting Walk in Customers
- Filing, Scanning, Copying
- Preparing Reports & Managing Spreadsheets
- Outbound Collections Activities

## ***About Robies***

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Robies is Cape Cod's Premier HVAC Contractor offering the best brands in the industry. We are the Cape's only Carrier Factory Authorized dealer and four-time winner of the Carrier President's Trophy. We proudly offer Carrier heating and cooling products, Lochinvar Boilers, Generac Generators, Mitsubishi Ductless, Aeroseal Duct Sealing, and a wide range of indoor air quality products.

## ***Benefits:***

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- Competitive hourly wage
- Paid Holidays, Paid Vacation & Paid Time Off
- Healthcare Plan with Dental & HSA
- 401K Retirement Plan

## ***Requirements:***

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- Reliable Transportation
- Minimum 1 Year CSR Experience
- Proficient at Microsoft Office Suite, particularly Outlook, Word & Excel

## ***Job Details***

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- Start time: 7:30 AM
- Compensation: Competitive Hourly Wage
- Employment type: Full Time

***Join the best HVAC team on Cape Cod!***