# Customer Service Representative



## *Job Description*

Robies has an immediate opening for a hardworking, professional Customer Service Representative to join our office team.   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.  Strong attention to detail, organizational skills and frequent & effective communication is critical.

## *Responsibilities*

- Outbound scheduling and confirmation calls
- Inbound calls – processing requests for service and sales leads
- Maintenance Sales – renewals, estimates, sales & scheduling
- Filing, scanning, copying and other various office and administrative tasks
- Preparing reports & managing spreadsheets
- Collections activities for unpaid past due balances
- Onboarding new customers
- Other miscellaneous special projects and responsibilities

## *About Robies*

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, RotoBrush Duct Cleaning and a wide range of indoor air quality products.  Robies also now offers full range of residential electrical services through our new Electrical Division.

## *Benefits:*

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

## *Requirements:*

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

## *Job Details*

- Hours:  8:00 AM to 4:30 PM
- Compensation:  $22.00 per hour plus commissions on Maintenance Membership Sales
- Employment type:  Full Time