



## **Customer Service Specialist Job Description**

In this position you will be responsible for the administration, support, and daily aspects of a wide variety of business functions and front office activities. These will include multiple means of direct contact with employees and customers. You will be a point of contact for telephone and email communications, performing filing, data entry, and general office functions, as well as assisting in the retail store during peak times and occasional weekends.

### **Customer Service Duties:**

- Handle, screen, and direct customer inquiries and complaints with a high level of customer service while maintaining adequate documentation of contact in the event follow up is required. Manage and direct incoming voicemails and online requests.
- Maintain open and professional communication with all office staff and customers. Act as a main point of customer service.
- Screen, input, and process new customer leads through the CRM system for awning and Great Valley Holiday Lights & Décor appointments.
- Process, enter, and verify work orders in RB ensuring accurate notes documentation, customer contact, signed contracts, and billing information.
- Follow-up on outstanding tasks and work orders to ensure timely completion.
- File, copy, scan, and maintain customer lists.
- Receive and verify inventory shipments, stock shelves, and assist in the retail store as needed. Update inventory pricing within the system as directed.
- Process warehouse transfers.
- Complete use tax reporting.
- Create purchase orders for covers and awnings. Assist with scheduling service calls for these departments as directed.
- Oversee the Company clothing inventory, and ensure that all employee uniform orders are created, received, and billing is verified.
- Assist with order processing, preparation, and follow-up for Great Valley Holiday Lights & Décor.
- Head all major customer-related Company projects when necessary.
- Additional job-related duties not otherwise specified based on the needs of the company.

### **Education and Experience:**

- College degree or 2-4+ years of experience in an office and/or a customer service environment
- Strong computer skills and experience with Outlook and Microsoft office programs, including Excel, Word, and PowerPoint
- Experience in the pool/spa industry desired, but not required
- Ability to work overtime and weekend hours during peak times required
- Must have a driver's license and reliable transportation

### **Other requirements:**

- Customer service driven with strong listening and problem-solving skills and an ability to handle customers with high expectations
- High attention to detail and accuracy
- Strong organizational and follow up skills
- Strong written and verbal communication skills
- Ability to work in a fast paced, high-energy environment
- Ability to manage multiple, simultaneous and changing priorities
- A high degree of flexibility
- Strong team player
- Positive attitude, strong work ethic, and willingness to learn
- Weekend availability

### **Physical Demands:**

- Must be able to frequently lift objects weighing up to 50 lbs.
- Requires the physical ability to use hands, arms, feet, and legs for repetitive movements, bending, squatting, and reaching
- Requires the physical ability to function in exposure to chemicals

### **Benefits (following a probationary and/or qualification work period for full-time candidates):**

- Excellent Health insurance including Vision and Dental, with company contributions
- Flexible Spending Accounts
- 401 K with a Company Profit Sharing Plan
- End of year performance bonus programs
- Paid PTO and Holidays
- Paid Life Insurance
- Voluntary Insurance Available
- Employee Rewards Program

Job Type: Full-time

Salary: From \$18.00 per hour

If you meet the qualifications outlined in this position, please submit your resume to [kimg@greatvalleypool.com](mailto:kimg@greatvalleypool.com) or call Kim Gonzalez at 610-889-0711.