

All-American Pest Control, Inc.
www.allamericanpestcontrol.com

Watch this video to learn more about All-American!
<http://www.allamericanpestcontrol.com/blog/post/come-join-our-team>

Family Owned. Since 1961.
Locally Endorsed by Dave Ramsey

Customer Service Representative / Customer Care Team Member

Job Description

We are seeking good people who LOVE serving people. We are adding two Customer Care Team Members to join our growing team of professionals at All-American Pest Control. We have a casual, but hard working environment where we're focused on taking care of our customers, take care of each other and growing the business. We're a small business (35 team members) but fast paced... we're looking for a person that's flexible, dependable, willing to learn the industry, and willing to pitch whenever and wherever is needed. At All-American, team really can't be stressed enough... we get a lot done and have a fun time doing it. If you are a high energy individual who possesses a positive attitude and are looking to grow your career with a great company who rewards success, this Customer Care Team position is the ideal opportunity for you!

As an Customer Care Team Member we will teach you how to:

- Answer customer questions over the phone
- Schedule appointments
- Explain/Sell services to new customers
- Logistics – Route/Optimize Daily Work for Service Team
- Prepare real estate inspection reports
- Prepare and post the deposit
- Authorize Bank Drafts and Credit Card Draft
- Post Work, Invoicing and Generate Monthly Statements
- Accounts Receivable

Here is some additional information...

Monday - Friday, 8 am - 5 pm (need to be available 7:30 until 5:30 if needed)
Company Meetings/ Technical Trainings are held an average of 3 times per month at 7:30 am

Compensation

- \$15 - \$18 per hour based on experience + small commission on pest control sales
- Health Insurance Reimbursement Plan - \$200 per month
- 100% Paid Short Term & Long Term Disability Benefits
- 6 Paid Holidays
- 1 week paid vacation earned each year, 2 weeks per year after 3 years
- 1 week unpaid time off each year to use as needed in addition to paid time off
- On-going educational and training programs
- Leadership Development Training
- Complimentary Pest Control and Termite Protection for your Home

*At All-American Pest Control, equal talent will always get equal opportunity.
EOE/Drug-free Work Place/Background Checks Required*

Requirements

- Impeccable customer service skills, effective listening skills, and possess above average problem solving skills.
- Ability to learn concepts and pest control industry related technical information
- Ability to learn and utilize computer technology
- Background check and drug testing required
- Employment reference checks required
- Must have a minimum of 5 years work experience
- No pest control experience is required. At All-American Pest Control, we are committed to training and educational programs to provide our professional team with a strong foundation to drive their individual success.