

CUSTOMER SERVICE REP NEEDED

We are hiring a customer service representative to help with the daily operations and logistics of North Jersey's fastest-growing, family-owned home services business.

A successful candidate will have excellent organization and communication skills and will quickly become proficient with our CRM software. The person in this role will be largely responsible for (but not limited to) providing the industry-leading customer service on which we have built our company's reputation.

We're looking to hire a core member of the team who can multitask, wear multiple hats, and who wants to learn the ins and outs of the home services business.

Responsibilities:

- Act as company's "#1 Customer Service" representative and serve as primary customer contact in office.
- Have a never-stop-learning attitude. Be proactive in learning the industry by listening, studying and taking initiative.
- Comfortable working in a fast-paced environment.
- Field phone calls with customers, suppliers, vendors, etc.
- Provide in-office support to company leadership team.
- Ability to multitask a must!!!
- Identify customers' needs, clarify information, research issues, and create value by providing solutions.
- Build sustainable relationships with our customers, vendors and suppliers.
- Ability to quickly learn our CRM software.
- Ability to juggle CRM software, phone calls, emails, in-office requests.
- Advanced typing skills and accurate data entry.
- Effectively manage time and efforts.
- Work both as a team and independently as required.

Requirements:

- Minimum (1) previous experience in an administrative assistant role.
- Be passionate about the Service Industry and Customer Service.
- Excellent computer skills a must!!!
- Bilingual a plus - English/Spanish or English/Arabic.
- Familiarity with/or fast learner of CRM software.
- Strong Work Ethic: We are looking for someone who wants to work hard but be rewarded with large career opportunities.
- Customer focus and confident under pressure.
- Ability to multi-task, set priorities, and manage time effectively.
- High school degree required.
- Strong telephone and verbal communication skills.

- This position currently is part-time that will lead to full-time.

Compensation and benefits:

Health benefits: Medical/Dental/Vision

401k retirement package

Flexible Hours

Professional Stress-free Work Environment

Family-owned Business with Great Company Culture

Career Advancement Opportunities

Job Type: Full-time

Pay: \$16.00 - \$21.00 per hour

Hours

Monday - Friday

1pm-6pm

Saturday 9am - 1pm

Job Type: Full-time

Salary: \$16.00 - \$21.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Flexible schedule
- Health insurance
- Paid time off
- Vision insurance

Shift:

- 4 hour shift
- Day shift
- Evening shift

Weekly day range:

- Monday to Friday
- Weekend availability

Ability to commute/relocate:

- Paterson, NJ: Reliably commute or planning to relocate before starting work (Preferred)

Education:

- High school or equivalent (Preferred)

Experience:

- Customer Support & Client Services Occupations: 1 year (Preferred)

Work Location: One location: Paterson,NJ

HVAC Technicians and Plumbers

Join the fastest growing family-owned leader in the plumbing and HVAC industry... The Advanced Professional HVAC/Plumber will have the skills to do both HVAC and Plumbing work both independently and among the team. The HVAC/Plumber will respond to service calls as act as the primary point of contact with our valued customers on the field.

Effectively managing the field-related service process from A-to-Z, Advanced Professional Technicians accurately troubleshoot, diagnose, repair and install units including boilers, water heaters, circulating pumps, etc. before coordinating job costing w/ the service manager and invoicing the customer using our remote, 21st century CRM platform.

Advanced Professional Technicians are instrumental representatives of the industry-leading customer service upon which the Advanced Professional Home Services brand is built!

QUALIFICATIONS FOR PLUMBER:

Minimum of 2 years of experience installing, troubleshooting, diagnosing, and repairing steam/hot water boilers, water heaters, thermostatic issues, circulating pumps, leaks, clogs, all basic commercial and residential plumbing repairs etc.

QUALIFICATIONS FOR HVAC TECH:

Minimum of 2 years of experience installing, troubleshooting, diagnosing, and repairing furnaces, AC units, mini-splits, etc.

We Prefer:

- Minimum 2 years of residential and light commercial installation, diagnostics, and repair
- Scoping and jetting experience a plus
- Experience w/ locator a plus
- HVAC Certifications a plus but not necessary
- Insurable NJ driver's license
- Great customers service and communication skills
- Outstanding work ethic

- Understanding and application of industry safety standards and protocols
- Strong problem-solving and analytical skills
- Ability to work well with senior management, office staff and customers to achieve business objectives.

BENEFITS:

- **Sign on bonus**
- Highly competitive compensation package
- 401(k)
- Medical Insurance
- Enjoy our National Accreditation Program and paid, on-the-job training
- Company vehicle (following training period)
- Paid time off (PTO)
- Weekly paycheck w/ direct deposit
- Year-round work w/ growing, family-owned, industry-leading company
- Constant support from the office and leadership team

Job Type: Full-time

Salary: \$20.00 - \$45.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Paid time off
- Professional development assistance
- Vision insurance

Schedule:

- Day shift
- Monday to Friday
- Overtime
- Weekend availability

Supplemental pay types:

- Bonus pay
- Commission pay
- Signing bonus

- Tips

Ability to commute/relocate:

- Paterson, NJ: Reliably commute or planning to relocate before starting work (Required)

Experience:

- HVAC: 1 year (Required)
- Plumbing: 1 year (Required)

License/Certification:

- EPA Type II (Preferred)

Work Location: One location