

Job description

About us

Daisy Carpet & Upholstery Cleaning is a locally owned, customer-centric carpet cleaning company dedicated to providing top-notch area rug and carpet cleaning services at honest, fair prices. Daisy Carpet Cleaning serves the standout carpet cleaning needs of residential and commercial clients in Minneapolis, St. Paul, and other neighboring areas. We are committed to providing each client with the trusted, reliable, thorough carpet cleaning services our clients have come to love and expect from us over the years.

Our work environment includes:

- Office setting
- Casual work attire
- On-the-job training
- Lively atmosphere

As a **Customer Service Representative**, you will act as a liaison, provide product/services information and resolve any emerging problems that our customers might face with accuracy and efficiency. You will be able to passionately help customers with patience and empathy through exceptional customer service to clients via phone, email, and chat. This person will respond promptly to customer inquiries and resolve any issues or complaints. You will also collaborate with a high performing team to ensure a seamless customer experience.

We are open from 7:30am - 6pm, Monday through Saturday. We are flexible with hours during that time and will require some weekends.

Day in the Life:

- Manage large amounts of incoming calls and generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customers through open and interactive communication
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Skills to be successful:

- Previous customer service experience over the phone
- Phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of situations
- Excellent communication skills and detail oriented
- Ability to multi-task, prioritize, and manage time effectively
- High school degree

Preferred skills:

- Familiarity with CRM systems and practices

We offer competitive pay, a positive work environment, and opportunities for growth within the company. If you are passionate about providing exceptional customer service and enjoy working in a dynamic team environment, we would love to hear from you.

To apply, please submit your resume and cover letter detailing your relevant experience and why you are interested in this position.

Job Types: Part-time, Full-time

Pay: \$16.00 per hour

Benefits:

- On-the-job training

Experience level:

- Under 1 year

Shift:

- Day shift
- Morning shift

Weekly day range:

- Monday to Friday
- Weekends as needed

Work setting:

- In-person

- Office

Ability to commute/relocate:

- Apple Valley, MN: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person