

## **Floormasters, Inc. Description**

### *Customer Service Administrator*

#### **General Description**

Floormasters, is Northern California's leading flooring installation services company. Having been repeatedly judged as the best in our field by clients, we strive daily to earn our place in the flooring industry. Our goal is to build on our market position, both locally and regionally.

Core to Floormasters positioning in the market, is our commitment to "quality and service" in every aspect of our company's business and this belief will play an important role in the day-to-day work of all of our employees.

Floormasters is committed to recruiting the most qualified people, offering competitive compensation and a work experience second to none in the industry. The Customer Service Representative plays a vital role in our corporation by servicing our customers in a way that exceeds their expectations.

The position will report to the Customer Service Manager.

- Order Input- Place orders for customers by request.
- Customer Inquiries- Gather and analyze information from the customer's account history. Identify and resolve the problem or develop alternative solutions. Respond to customer in a timely manner.
- Customer Surveys- Conduct surveys with customers to ensure we are continuing to exceed their expectations.
- Customer material requests- Ensure that proper documents and materials are sent in a timely manner.
- Customer Files- Create and maintain customer files.
- Templates- Update customer templates as requested with new pricing, material and other company information.
- Map Diagrams- Input actual floor plans that managers have recently measured.
- Bid scheduling and follow up- Schedule and track commercial installations for common areas.

#### **Skills/Qualifications**

- Prior customer service experience required.
- Detail oriented with great organization skills.

- Team player able to function individually and collectively.
- Must have excellent Microsoft Office and computer skills and be well-versed in other areas of office work.
- Must possess strong verbal and written communication skills with a pleasant and professional phone manner.
- Experience working in a fast growing company.

### **Demonstrated Personal Characteristics**

- Is action oriented
- Motivated by results
- Can be flexible and adaptable in a complex, changing environment
- Works collaboratively
- Works with integrity