

Colombia Jobs Expertini®

Customer Service and Sales Representative

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Company: Tidy Hands Cleaners

Location: Remote

Category: other-general

We are a US-based house cleaning company looking for a full-time, home-based customer support agent to work with our customer support & sales department.

Your daily responsibilities would include:

1. Send a daily report detailing completed and ongoing tasks.
2. Take inbound sales calls, customer requests and/or complaints and make outbound calls.
3. Respond to customer questions via phone call, email, live chat, Facebook messenger, or SMS.
4. Provide service quotes & make sure to do a follow-up with the leads.
5. Book new jobs, reschedule &/or update service jobs in our booking calendar system.
6. Identify customers' needs, clarify information, research every issue, and provide solutions and/or alternatives
7. Be on the front lines of finding and hiring new cleaning talent

We are invested in our agent's success. You will go far if you are:

- A fast learner
- A great communicator

- Calm and collected under pressure
- Can help us optimize our current processes
- Be a self-starter

This is a full-time position. You need to have excellent English skills.

Work hours are Monday to Friday 8:30 am to 5:00 pm Central Standard Time and 2 Saturdays and Sundays a month for 4-hour shifts \$4.5-8/hr. to start, with raises every 6 months, and performance bonuses every 3 months

If accepted, you will be provided with training to help respond to customer queries via phone call, email, live chat, Facebook messenger, & SMS.

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