

Customer Response Team Representative (CRT Rep)

Business Unit	Sales	Reports To	CRT Supervisor
Required Edu & Certs	Some college, preferred	Required Experience	2+ years customer service
Status	Non-Exempt	Future Orientation	1-5 days
Job Family	Production/Admin	Pay Band	1
Safety Sensitive	No	Assigned Assessments:	Call Center-Customer Service Workplace Skills

The Woodard Way: We provide Legendary Service to help people get back to their lives while exemplifying our Core Values in an environment that fosters safety, care, high expectations, and top-notch performance.

Core Purpose: The CRT Rep handles both inbound sales opportunities and outbound campaigns as the internal sales arm of the company for all service lines.

Role Persona/Profile:

- Empathetic
- Friendly
- Attention to detail
- Flexible
- Patient
- Calm in crisis
- Service-oriented
- Curious
- Confident
- Helping Disposition

Core Abilities:

- Customer Service – respond promptly; relate to customers, understand their needs, and resolve their concerns; manage difficult or emotional situations in a measured, mature manner
- Sales – quickly establish rapport and trust with potential customers; apply sales savvy and negotiation skills broker mutually beneficial agreements with third party product and service providers
- Communication – listen actively to understand; express empathy; maintain voice/tone control in challenging circumstances; speak and write clearly with appropriate level of detail
- Adaptability – deal with frequent interruptions, delays, or unexpected events
- Professionalism – approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status, position, or situation

Core Duties

- Handle 25-75 inbound calls daily
- Process paperwork from jobs completed the previous day
- Schedule cleaning jobs in the system based on crew availability
- Quote pricing for cleaning services
- Gather appropriate information for claims calls and provide support to clients
- Follow up with clients to provide time of cleaning

- Follow up with clients to determine satisfaction and to identify future needs
- Execute outbound sales campaigns for residential cleaning
- Enter customer and job data into DASH and CEO
- Audit customer profile and jobs in Luxor
- Respond to web inquiries

Position Pre-Requisites:

- Authorization to work in U.S.
- Ability to pass background check
- Ability to pass a drug screen

Work Environment / Physical Requirements

- Frequently required to sit, stand, read, write, and type using fine motor skills
- Occasionally required to lift and/or move up to 25 pounds
- May occasionally be required to work in the following environments:
 - Exposure to hot, wet or humid conditions (non-weather); water with sewage or fecal matter;
 - Expected to twist, reach, climb, crouch, crawl, stoop, kneel, or two-person lift 100+ pounds
 - Expected to wear appropriate PPE per job site safety requirements