



TREE SPECIALISTS

EMPLOYMENT OPPORTUNITY

CUSTOMER CARE REPRESENTATIVE

- full time -

S&S Tree Specialists, located in South St. Paul, MN, is a well established, accredited, family-owned business for over 32 years. We continue to seek only the very best employees who are motivated, ambitious and interested in long term employment to enhance our team of professionals

Qualifications:

Customer Service experience	Excellent communication skills
Detail oriented	Ability to prioritize job duties and multi-task Proactive
and professional	Effective oral and written communication skills
Proficient with computer software programs including Word, Excel and Outlook	
Ability to work independently and as part of a team	

Overview:

The customer care rep is responsible for various office functions and procedures. The primary focus is handling a high level of phone calls during the company's peak season.

- Ensures that the highest level of customer care is provided.
- Answers phones and directs the caller to the appropriate associate and transferring of calls to appropriate voicemail.
- Resolve customer questions, and handles customer call backs from general voicemail system.
- Works with different levels of management on completing projects
- Maintains customer profiles and update customer information in company software (Arbor Gold)
- Retains base-line knowledge of services we offer and timing of each
- Receives and processes work orders
- Ensures customer information packets are assembled and in stock
- Orders supplies and manages inventory of materials
- Assists with miscellaneous office duties as assigned by the Customer Care Manager.
- Filing

Fax your resume with references to Debbie at: (651) 451-1787 or email to: deb@sstree.com

**All driving records will be screened and reviewed prior to conducting interviews
S&S Tree Specialists is an Equal Opportunity Employer and a Drug Free Workplace*