

## *External Publication for Company Employment Opportunity*

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**Job Title:** Customer Service Representative

**Employment Fraction:** Full-time, salary

**Location:** Corporate Headquarters

**Start Date:** Within 2 weeks

**Department:** Operations

**City:** Richfield

### *Carrara Companies at a Glance*

Carrara Companies is an award winning, diversified general contracting company headquartered in Richfield, Ohio. A locally owned company, its divisions and affiliates are involved in residential and commercial cleaning, construction, and restoration services. The cleaning division is a member of the Steamatic franchise, which operates in 28 countries around the world.

### *About the Opportunity*

The Customer Service Representative is to have a clear understanding of the status of every job from start to finish. They can be the contact person for all employees and customers (both referral and homeowners), with focus in assisting Production Control, Accounting, and customer service/inside sales.

This position may lead to Business Development, Project Manager, or Project Coordinator.

### *Core Responsibilities*

- Execute strategic business plans for Home Services Division
- Provide clear, compelling, and articulate explanation of service value to customers
- Identify important agencies, organizations, potential customers, business partners and other stakeholders to establish contacts and maintain positive relationships to grow business
- Utilize appropriate marketing and sales methodologies to develop profitable business in Home Services and will follow-up with all clients to assess satisfaction with services
- Communication of job status with Project Managers and Technicians
- Weekly meetings-jobs in progress for Project Managers in both companies
- Provide clear direction and information to Project Managers and Technicians relating to individual customers
- Responsible for phone sales-office goal 80%
- Inside sales management
- Responsible for jobs closings and filing
- Assist in controlling costs for each job

## *Qualifications*

- Two to four year degree
- Knowledge and experience in executing efficient production
- Ability to plan and anticipate changes in schedule
- Knowledge of coverage area-i.e. quadrants or zones
- Maximizing labor and efficiency
- Customer Service focused
- Excellent organizational skills
- Detailed oriented
- Able to handle multiple tasks
- Able to prioritize
- Self-motivated, able to work independently with little or no supervision
- Excellent verbal and written communication skills

## *Benefits and Compensation*

At Carrara Companies, employees are the key to our success. We depend on their talents to meet the challenges of our changing business environment. We are committed to rewarding individual and team efforts through our total rewards philosophy which includes competitive pay plus incentive compensation, 401-(k), medical, prescription drug, dental, vision, and life insurance programs, as well as skills development training. Carrara Companies proudly supports Affirmative Action. Carrara Companies is an Equal Opportunity Employer. Carrara Companies is committed to workforce diversity. M/F/D/V encouraged in applying. No recruiters or agencies without a previously signed contract.

## *Safety*

Safety is a core value for Carrara Companies and is essential to all of our business activities. We ensure employees have the tools, information, and processes to perform their duties in a manner that assures safety for themselves, their co-workers, our customers, and the public. Our goals are to provide a safe work environment, to maintain an accident-free, injury-free workplace, and to promote and maintain public safety. To meet these goals, we dedicate ourselves to achieving world-class safety standards.