



Opportunity Profile:

Client Care Specialist

Our Mission

To provide Opportunity and Super Experiences to our Team, Clients, Agents, and all we serve.

Our Vision

To deliver Super Home Services to 75,000 homeowners annually.

Values

F.R.E.E.D.O.M

Fearless, Respectful, Excellence, Education, Diligence, Opportunity, Motivation.

Culture

Being a superhero is hard, and we will expect your best every day. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

Company Expectations

Show up on time, show up ready to go, work while at work, focus on providing great client experiences, strive to be physically fit, mentally fit, and emotionally stable. Be kind to all, and if a client is disgruntled, kill them with kindness. Look for opportunities for the company and for yourself. Seize opportunity when it arises, plan your time, have a plan, set personal and professional goals, dress appropriately, and persevere when difficulty arises. Be clear about the company's vision and your personal vision. Be effective, not perfect. Take time for refreshment and relaxation when needed, respect your coworkers, and be a part of the team.

Position Overview

As a Client Care Specialist, you'll be an essential part of our team, dedicated to delivering outstanding customer service to both internal and external clients. Your role involves effective communication, a positive attitude, empathy, and attention to detail, ensuring that we meet company goals by coordinating with various internal divisions.

This is NOT a remote position. This position is in office.

Key Responsibilities

- **Prompt Response:** Respond quickly to client inquiries via phone, email, or text using sales script provided to ensure timely assistance.
- **Customer Service Excellence:** Provide exceptional customer service by understanding and addressing customer needs with empathy and a positive approach.
- **Empathy and Understanding:** Handle customer interactions with patience and understanding, offering personalized solutions to meet their needs.
- **Accurate Documentation:** Keep detailed records of customer interactions and follow up as needed to ensure all issues are resolved.
- **Continuous Improvement:** Look for opportunities to improve your work and suggest enhancements to policies and procedures to better the client's experience.
- **Product and Service Knowledge:** Develop a deep understanding of our products and services to effectively address customer concerns.
- **Team Collaboration:** Work closely with your team to brainstorm solutions and maintain a united front in addressing customer issues.
- **Active Listening:** Listen carefully to customers to provide solutions tailored to their specific needs.
- **Upselling:** Utilize your knowledge to inform customers about additional services that may benefit them.
- **Closing Sales:** Use your communication skills to close sales and handle objections to ensure customer satisfaction.

Required Qualifications

- **Customer Focus:** Dedicated to providing excellent customer experience, turning complaints into positive outcomes.
- **Empathy:** Demonstrate strong empathy and patience in understanding and addressing customer concerns.
- **Problem-Solving:** Apply analytical and critical-thinking skills to resolve complex situations effectively.
- **Communication Skills:** Exhibit strong verbal and written communication skills.
- **Conflict Resolution:** Capable of resolving conflicts positively and diplomatically.
- **Attention to Detail:** Maintain thorough and accurate documentation of customer interactions.
- **Flexibility:** Availability during weekends or evenings as needed to meet client demands.
- **Teamwork:** Collaborate effectively with team members to achieve shared goals.
- **Experience:** Previous experience in a call center or customer service role is preferred.
- **Technical Proficiency:** Comfortable using customer service software and communication tools.
- **Education:** High school diploma or equivalent required; additional certifications are a plus.

Benefits

- **Competitive Pay:** Starting pay of \$18-\$26 per hour plus bonus opportunities and an abundance of opportunity to grow within the company.
- **Health & Wellness:** Medical, dental, vision, and life insurance, with a health savings account (HSA).
- **Retirement Plans:** 401(k) plan to support your future financial security.
- **Ongoing Training:** Comprehensive training to help you develop and refine your skills.