

EnSec Customer Service Representative Job Description

We are a local, family-owned pest control company based in Florida, providing service to Southern Alabama and Northwest Florida. We are expanding and looking to hire professional candidates to help support our operation and serve our clients.

We look for solid, hard working individuals that like to work in a fast paced team environment.

Experience is preferred, but for the right candidate we do include a fully paid comprehensive training program. Qualified candidates must be self organized; have good communication and computer skills; excellent observation and documentation skills; and be able to work cooperatively with customers and at all internal levels including top management.

Your work will include:

- Handling Incoming calls from existing and prospective customers
- Resolving customer concerns and setting up action plans to satisfy the client
- Scheduling existing services to our current customer and maintaining route density in the process
- Building and maintaining good customer relations
- Taking personal initiative and responsibility for correcting account problems
- Participation in group meetings and account reviews
- Completion of independent and group on-going training and willingness to work flexible hours
- Being an interactive member in a team work environment
- Actively selling services to new prospects that call for our services and upselling existing clients in order to grow the routes

We require schedulers to:

- Show a stable work history
- Operate in a professional, courteous manner
- Work independently and in teams
- Be a team player within the office and help where needed
- Satisfactorily complete initial technical training, State Licensing requirements
- Pass a pre-employment drug screen and criminal background check

We offer excellent pay, and benefits including medical, dental, life and disability plans.

We ask that all interested candidates email a resume to corp@pest.com . We are proudly an Equal opportunity Employer!

