

Customer Service Representative

Location: Oahu, HI

Sandwich Isle Pest Solutions is growing rapidly and we are looking to add a new member to our high performance customer service team. We have an immediate opening for an enthusiastic self-starter with a passion for providing above average customer service and looking for a career with the leaders in pest management in Hawaii. The ideal candidate will have a proven record in customer service and have a great phone presence. We are a drug free company, with high ethical standards and are seeking team members with aligned values.

Sandwich Isle Pest Solutions is the only Hawaii based pest management company consistently listed in the PCT Top 100 List.

Job Type: Full-time

Salary: \$13.50 /hour

Local candidates only:

- Oahu, Hawaii

Required experience:

- Customer Service or Sales: 1 year

Required education:

- High school or equivalent

Position Description: The purpose of this position is to provide **above-average** customer service support to our customers and service team. Our goal is to build long-term mutually beneficial relationships with our customers and employees, and provide a superior service experience beginning with the first time a prospect calls us and every customer experience thereafter. A Customer Service Representative is expected to have a great phone presence and have a passion for providing the highest level of customer service possible.

Responsibilities:

1. Complete all CSR assignments for your routes and have a can-do attitude
2. Must document and communicate daily activities according to company policies and procedures; must be capable of learning and fully adopting company's software programs and electronic handheld devices.
3. Work cooperatively with all team members to deliver the best customer experience

possible.

4. Provide above average customer service and follow up to our customers and prospects.

5. Consistently meet company goals.

Experience and knowledge:

Must have **above average** communication skills, both written and oral. Great organizational skills, perseverance, willingness to work hard and the ability to listen well to the customer are necessary qualities. Must have a **great attitude** and have the ability to identify the customer's needs. Successful applicant will be a self-starter. A high school education and two to four years of college, or the equivalent experience, is preferred. Experience working alone with indirect supervision is preferred. Must be readily able to take and carry out instructions. Must be capable of bending, stooping, kneeling, and walking. Must be able to lift and carry weights up to fifty (50) pounds. Successful applicants must be able to speak, read and write in English fluently and create a professional first impression both in person and by phone.

The ideal candidate will have:

- * A friendly, warm voice and excellent customer service skills.
- * Excellent communication (written and oral) and organization skills
- * At least two years of office customer service experience and be able to communicate with customers over the phone, effectively and professionally
- * Extensive experience using MS Office software (Word, Excel, Outlook)
- * Ability to work independently, think logically and plan work quickly in a fast-paced and ever-changing environment, and be able to assist several executives
- * A high school diploma plus 1-2 years of college education or equivalent

Work attire: Business casual dress is required for CSRs

Benefits: Vacation, Holidays, Medical, Dental, 401k

Compensation: Guaranteed salary of \$13.50 per hour (plus up to 5% sales commission on any sales)

If interested, please email your resume to jobs@sandwichisle.com.