

## Customer Service Representative

**Do You Love to be as busy as an Air Traffic Controller?** When phones are ringing off the wall with clients wanting service, field personnel wanting their next call, and the boss wanting his daily report, do you **stress out**? If so, quit reading now. Don't waste your time or mine.

**Do You Love To Talk to People?** When you wake up in the morning, is your day not going to be complete if you aren't going to talk to 100 people? **Can you survive happily on 45,000 to 55,000 per year, where part of your pay is based on performance?** In short, are you my new customer service representative?

Now before you get all worked up and send me an email explaining how you are the perfect person for this job.... Do you have a shy bone in your body? Do you stress out when the phones have been non-stop ALL day long? And some of those calls were from less than patient clients, wanting to know how come we didn't drop everything and run over to their house first? **Do you have a problem working every other Saturday?** If yes to any of those, then quit reading; you and I have nothing to talk about.

**I see you're still reading.**

**Do you gossip and point blame** at others when something goes wrong? Are you manipulative? Are you a drama king/queen? Do you want to work by yourself in a quiet office? If yes to any of those, then quit reading. This job consists of working in an office with 5 or 6 people working closely together, with a high level of activity and noise, helping and supporting each other and watching each other's back. **Will you pass our drug test and background check?** If not, no need to continue.

Okay. If you're fortunate enough to land this job, the responsibility for keeping my clients happy and, at the same time, keeping my technicians happy rests **squarely on your shoulders**. Can you handle that? You may be tempted to have a bad day because your spouse/partner/Kid yelled at you on your way out the door that morning. **But you aren't allowed to.** Because if you do, here's what will happen: You won't be your normal happy self... and you won't successfully engage with my clients who are expecting awesome service, and you'll miss an opportunity to talk them into having one of my salespeople come to their home to talk about a new heating and air system. And then, my sales person won't sell enough work to keep my installers working...

Or, you'll tick off one of my technicians because you're short with them, and then they won't do their best job with my client, and they won't schedule my salesperson to do an estimate for a new heating and air system. And my installers will sit at home with nothing to do.

So... If you're a moody person, sometimes up, sometimes down... please stop reading. You will just frustrate both of us. I need a person who is **happy to be alive** no matter what.

**Hmmm... still reading.**

**Do you have an amazing level of attention to detail and can you multi-task without making errors?** You'll need it because you'll be doing detailed procedures and reports, and at the same time you're doing those, you'll need to be like an air traffic controller, making decisions on which tech to send to which town, to which client, based on various technician skill levels, locations, availability & client urgency. At the same time, you'll be logging in documents to the computer system, which MUST go in the correct file, or they're lost into a black hole forever. We can't have them messed up just because you can't multi-task.

**Are You Dependable & Punctual?** If not, forget it. Just find something else. This will never work for you. My top 3 things that I rate people on is Attendance, attendance and attendance. **I run a great company, with great people.** Think you qualify? Convince me that you're the person I need.

Write a one-paragraph story on why this job should be yours, and deliver it in person to our office at 1302 Old Elizabethtown Rd, Hodgenville, KY, 42748. While you're here, we'll ask you to complete our employment application form. Pansies and whiners need not apply.