



JOB DESCRIPTION

JOB TITLE:	Customer Service/Inside Sales Supervisor	SAFETY SENSITIVE:	No
FLSA STATUS:	Non- Exempt	DEPARTMENT:	Office
DATE:	February 2023	REPORTS TO:	Owner

JOB SUMMARY

The Customer Service/Inside Sales Representative is responsible for engaging with clients on behalf of the company while creating meaningful relationships to encourage trust and loyalty. The position sells products and services to clients and/or other businesses. The Customer Service/Inside Sales Representative will also supervise and lead the CSR and Inside Sales Representatives, and ensure sales goals and objectives are met by the department.

ESSENTIAL DUTIES AND OTHER RESPONSIBILITIES

- Operating computers, telephones, copiers, and any other equipment used to affect the efficient, timely operation of the business.
- Lead and act as a mentor to the CSR/Inside Sales Representatives.
- Answer questions and concerns that the CSR/Inside Sales Representatives have regarding processes, clients, and sales goals.
- Ensure that the CSR/Inside Sales Representatives meet their goals.
- Train and mentor new CSR/Inside Sales Representatives at the company.
- Handle complaints, settle disputes, and resolving grievances and conflicts, or otherwise negotiate with others.
- Answer incoming sales calls via telephone, email, or written inquiries.
- Complete all processing of paperwork for orders including sales contracts or service agreements and all related documentation.
- Set and meet sales goals and objectives set by leadership.
- Answer telephones and either helping clients, when possible, with scheduling, payment, and service inquiries.
- Follow up on proposals with telephone calls, emails, or written correspondence in accordance with the sales cycle.
- Run weekly reports to compile data to track marketing and sales conversions.
- Schedule pre-made social media posts on a weekly basis.
- Call clients to convert them to ACH autopay.
- Collect past-due receivables.
- Resolve client concerns in an expeditious and tactful manner.

- Report client comments and feedback to management.
- Responsible for calling clients who request to cancel services and diving into the reasons why, and attempting to save the customer from canceling their services.
- Attend and actively participate in all meetings.
- Exhibit exemplary attendance and punctuality.
- Comply with company policies and procedures.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of principles and processes for providing customer and personal services.
- Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology.
- Knowledge of advanced mathematical skills.
- Knowledge of computer applications.
- Skilled in actively looking for ways to help people.
- Skilled in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skilled in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Skilled in persuasion and influencing others.
- The ability to manage one's own time and the time of others.
- The ability to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- The ability to apply general rules to specific problems to produce answers that make sense.
- The ability to attend continuing education and training to develop superior product knowledge.
- The ability to communicate information and ideas in speaking so others will understand.
- The ability to communicate with people outside the organization, representing the organization to customers, the public, and other external sources.
- The ability to provide information to supervisors, co-workers, and subordinates.
- The ability to develop constructive and cooperative working relationships with others and maintain them over time.
- The ability to work well in a teamwork environment.
- The ability to discuss goods or services information with customers or patrons.
- The ability to maintain financial or account records.

SUPERVISORY RESPONSIBILITIES AND INTERACTIONS WITH OTHERS

This position is responsible for supervising the CSR/Inside Sales Representatives at the company. The position also interacts with customers and co-workers daily.

EDUCATION, TRAINING, AND EXPERIENCE

- A high school diploma or general education degree (GED) is required.

- Prior experience in pest management is preferred.
- Prior experience in leadership and supervision is preferred.
- Prior experience in an inside sales position is preferred.

PHYSICAL DEMANDS

PHYSICAL TASK	PHYSICAL REQUIREMENTS	FREQUENCY
Sitting	Must be able to remain in a stationary position for long periods of time.	Constantly
Standing	Must be able to remain in a vertical or upright position for long periods of time.	Occasionally
Walking	Must be able to move about the work area, from one area to another to perform work duties.	Occasionally
Lifting/Carrying	Must be able to raise supplies and/or documents from a lower to a higher position or horizontally from position to position and move them from one place to another.	Occasionally
Reaching	Must be able to extend upper or lower extremities in an upward or downward direction to perform work tasks or other specific functions.	Occasionally
Handling	Must be able to operate a computer and handle documents.	Constantly
Grasping	Must be able to apply pressure to hold an object and to complete work duties.	Frequently
Seeing	Must have visual acuity to make observations and work on a computer for long periods of time.	Constantly
Talking	Must be able to communicate verbally with co-workers and customers to exchange information, respond to questions, and solve problems.	Frequently
Hearing	Must be able to receive information through oral communication to obtain information and assist in problem-solving.	Frequently

WORKING CONDITIONS

Duties are typically performed in an office environment. The work environment is usually a well-lighted environmentally controlled indoor environment with a moderate level of noise. This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Work hours may vary depending on the operational activities and required duties; evening and weekend work may be occasionally required. Local travel to client sites may be occasionally required.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability, veteran status, genetic information, or any other status protected under applicable local, state or federal nondiscrimination laws.

This document does not create an employment contract. Employees are employed on an “at-will” basis and may be terminated at any time. Consistent with all federal and state disability laws, Quality Pest Control will provide reasonable accommodation when requested by a qualified applicant or employee with a disability,

unless such accommodation would cause a direct threat to this individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation or cause undue hardship to the organization. Quality Pest Control provides equal employment opportunities to all applicants.

By signing below, I acknowledge that I have read and understand this job description.

Employee Signature

Date