

CUSTOMER CARE SPECIALIST FOR STREAMLINE



This is a fantastic opportunity for a results-driven and hands-on individual to join our team at Streamline Concrete Repair. We are a regional leader in the concrete industry and looking for a Customer Care Specialist to join our growing team. Our purpose is to redefine the construction industry by providing our customers with a remarkable experience. We care deeply for and strive to build a long-term relationship with each customer.

At Streamline Concrete, we also aim to create a great work environment and culture for our employees. We want our employees to know that they are valuable to us and to experience growth and success in a way they never imagined for themselves.

This role is 100% remote with company headquarters in Houston, Texas. You'll report directly to the operations manager and be responsible for establishing and maintaining great relationships with our clients and providing exceptional customer support.

The ability to organize, plan and structure your workload in an autonomous fashion will be absolutely key to your success in this role. We neither have the time nor the inclination to micromanage you. You'll have a lot of freedom in this role but also a lot of responsibility. There is no place here for know-it-alls. We hire based primarily on attitude.

What We Would Provide You:

- A trusting, respectful, and fun culture
- The best tools and training to get the job done the right way
- A solid pay and benefits package
- A team you can be proud of
- Opportunities for professional growth
- Location freedom - 100% remote

What You Would Do:

- Represent us by answering phone calls from new potential customers and existing customers.
- Manage the calendar and set service appointments, estimate appointments, and touch up appointments.
- Follow up with customers about service, scheduling and invoices.
- Provide tactical support to other departments of the company.
- Keep customer records and databases up to date.
- Communicate with customers to ensure their satisfaction with our work.
- Provide customers with a remarkable experience

What We Need for This Role:

- Experience in customer service
- Strong copywriting skills for crafting emails to clients
- Exceptional telephone and interpersonal skills
- Tech Savvy. Proficiency in computer programs, calendars, communication and project management tools.
- Strong organizational skills and acute attention to detail
- Reliable internet connectivity and phone reception.
- If you pride yourself in providing exceptional customer service and want to be valued for what you bring to the team, apply today to join us as our Customer Care Specialist.

HOW TO APPLY:

Send CV to Carolyn at carolyn@successwise.com with the subject "Streamline Customer Care" along with approximately 400 words on why Streamline Concrete and what interests you in this role.

For more information about our company, visit www.streamlineconcrete.com
