

## Customer Care Team Member

Albemarle Termite & Pest Control, Inc. provides many services for customers including pest management and termite protection for commercial and residential customers. Our company also specializes in Moisture control services as well. We are considering applicants that can learn quickly, digest all software information, and communicate well with our customers.

It feels great to represent a great team. At Albemarle Termite & Pest Control, Inc. you are working with a customer base who appreciates our values and organization as a whole. Our company is rated A+ and accredited with the Better Business Bureau. We have many positive online reviews and strives to provide high quality service in a professional manner at all times.

What to expect at first:

- The extensive interview and screening process for new team members
- Initial and ongoing training on service, skill, and leadership development (expect a 2-3 week training period)

What's In It For You:

Albemarle Termite & Pest Control, Inc. services well over 5,000 customers in Northeastern North Carolina as well as Southeast Virginia! We need professional team members to manage customer accounts and answer phone call and email requests throughout the day.

Customer Care Team Member pay structure is laid out for all incoming team members so you know exactly how to maximize your earnings! Earnings range based upon experience!

You will love the team atmosphere and have immediate opportunities to learn and grow both personally and professionally. We offer retirement plans and match up to 3% of your investment. We offer Blue Cross Blue Shield health insurance as well as supplemental dental insurance and vision insurance. Your day will start out of our Elizabeth City Branch where Customer Care Team Members are expected to arrive at 8:00 a.m. and work until 5:00 p.m. At this time Customer Care Team Members are not required to work on Saturday's.

Position Requirements:

- Loves working with a team
- Great with following through with customer or supervisor requests
- Excellent written and verbal communication skills
- Ability to learn quickly in a fast-paced environment

- Hours are 8:00-5:00 (Must be available at 7:30 for training meetings)
- Excellent time management skills
- Enjoy working with customers
- Excellent attitude
- Proficient with technology and can learn our software system and process
- Must have a minimum of 2 years of work experience

Some Tasks you will be trained to perform:

- Schedule appointments
- Manage customer requests over the phone
- Offer specific service programs to customers
- Route logistics/formatting schedule
- Prepare real estate inspection reports
- Authorize bank drafts and credit card draft
- Post service orders, generate invoices, and apply payments