



Customer Experience Lead

Job Summary:

We are a local Home Automation company seeking out a customer experience lead specialist. Smart Homes by VerTek LLC has been in business since 2019. A customer experience lead, will act as a liaison, provide product/services information, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The customer experience lead will work hand in hand with the lead technician from the start of a project to the end of the project ensuring a smooth delivery of service for the customer. This is a commission job with a guaranteed \$11 an hour.

Major Duties and Responsibilities:

- Manage large amounts of incoming/outgoing calls
- Generate sales leads
- Door to Door Sales- Handing out flyers with latest promotions and partnerships
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid, and complete information by using the correct methods/tools
- Handle customer complaints, provide appropriate solutions, follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Assist with upcoming Company Expos and Shows
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Required Qualifications:

- Proven customer support experience or experience as a client service representative
- 1 year of sales experience, trainable
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- High school degree, college a plus
- A reliable vehicle



EEOC STATEMENT

We are committed to providing equal employment opportunities to all persons regardless of race, color, ancestry, citizenship, national origin, religion, veteran status, disability, genetic characteristic or information, age, gender, sexual orientation, gender identity, marital status, family status, pregnancy, or other legally protected status (collectively, "protected statuses"). We do not tolerate unlawful discrimination in any employment decisions, including recruiting, hiring, compensation, promotion, benefits, discipline, termination, job assignments or training.

DISCLAIMER

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.