



Customer Service Representative

Seasonal March-August

Summary: The Customer Service Representative is a client-facing administrative position that has a passion helping others. You will maintain exceptional customer service while answering inquiries, taking customer payments, and providing administrative support to our team.

Objective & Responsibilities:

- Manages a multi-line phone and front desk in a fast-paced environment.
- Identifies and assesses caller needs to find appropriate personnel and/or solution.
- Assists clients with billing questions and handle over the phone payments.
- Handles product inquiries as well as online and over the phone delivery requests.
- Supports the HR and finance team with administrative duties.

Accountability:

- No more than three open late customer issues (12-12 Rule)

Desired Experience and Education:

- High school diploma
- 3+ years' working in a customer service, account management, or similar role
- Bilingual in English and Spanish strongly preferred.
- Expert level technological skills that include Office365, CRM and point of sale
- Excellent written and verbal communication skills.
- Ability to maintain a professional, positive, and charismatic demeanor always.

Compensation & Benefits:

- \$17-20 per hour, depending on experience
- Some paid holidays
- Relaxed and positive company culture (we work hard but like to have fun!)

Typical Hours: Monday-Friday 9-6

Reports to: General Manager

Works closely with: Production Manager, CSSR, Controller, CEO

Direct reports: None

Dress code: Business casual

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