



Customer Service Administrator – Job Description

You are a cutting edge customer service representative that has customers' best interests at heart, all the time. Your attention to detail is extremely high as you will become the critical pivot point of all things related to customer satisfaction.

Your primary role will be to interact with customers and potential customers from start to finish. You will deal with incoming customer requests, by accepting and processing new orders, data entry within our CMS software and other digital channels, and ensuring that jobs are completed on time, on budget and in line with accepted service norms. You will provide feedback to management on sales and service issues and will be the main source of information for customers and service providers.

The position requires a self-directed and self-motivated individual who works well in a fast-paced, detail-oriented environment. This role is critical to the service aspect of the business which is the cornerstone of our service model.

This role will ensure that Backwater Solutions Canada can profitably grow the business across Canada and beyond.

This position reports to the Operations Manager.

Duties and Responsibilities:

- Deals with all incoming inquiries and calls from the website and via telephone
- Acts as the general info zone from a public perspective
- Is the customer service rep for the company and deals with new customer intake by initiating and managing the process within our CMS software
- Processes customer payments and turns them into customers via data input, if required
- Checks that online sales are successfully processed and are turned into customers via data input where necessary
- Manages the service process with the service tech by watching the progress of the order through the software platform

- Closes out the customer call by collecting the data from multiple sources and sending the customer the Survey (either manually or checking that it happened automatically). Monitors and reports on the survey feedback.
- Tracks service tech performance by call and sends notification to Operations manager for any issues that need addressing
- Deals with all inquiries/issues related to the training program and service tech inquiries
- Makes management appointments at insurance companies, municipalities and home builders
- Does all general correspondence
- Works on getting training program accredited in other provinces
- This is a hands-on implementation role – not a strategic role
- Develop monthly, quarterly, and yearly performance reports

Skills and Experience

- **Special Skills or Abilities Required:** Must have at least 1 years experience with Jobber and wordpress software platform.
- Must know how to process E-Commerce transactions
- Must have worked in a customer service role at a home services company before
- Assisting with development and implementation of online sales initiatives
- Must be proactive, highly detail oriented and organized and possess strong organizational and time management skills, ability to multi-task and deadline oriented
- Competency with MS Office including Excel required
- Comfortable working with budgets and numbers, with an ability to organize data, interpret metrics and identify trends
- Exceptional organization skills to manage multiple customers, project priorities and forecasts

Education and Attitude:

- Diploma in Customer Service preferable
- As a performance-driven individual, you create solutions and show up every day ready for a new adventure.
- Strong interest in learning about evolving sales platforms such as salesforce.com
- Passionate with a positive “can-do” attitude
- You show initiative in everything you do and are always looking for ways to improve.
- You are open to new ideas, and you know that feedback from others helps you grow and allows you to thrive.
- Solid understanding of and experience with ecommerce

This may be a work from home opportunity. **Part time to begin, full time when work demands.**

Remuneration is to be negotiated.

About Backwater Solutions Canada:

Backwater Solutions Canada is the #1 Backwater Valve Solutions and Services Company in Canada. We provide information, education and in-home services to home owners, insurance companies and brokers, municipalities and home builders in the deployment and maintenance of backwater valves that effectively and efficiently protect homeowners from floods, and in particular, sewer backup floods.

Floods are becoming the most deadly and costly natural occurrence that affects homeowners today. Not only does that affect us overland, but it also occurs inside homes when our sewers are overwhelmed, which consequently leads to a sewer backup – finding its way to deposit the contents of these pipes inside people's basement, if they don't have the protection of a backwater valve.

Backwater Solutions Canada will facilitate an effective external protection of the home by not only implementing a sewer backup strategy, but they will also perform a [Water Management System Inspection](#) of the home and provide guidelines to home owners that will limit flood risks.

Having a knowledgeable backwater valve cleaning company with a sense of dedication and excellence will dramatically reduce a home owners risk and cost if a flood occurs in the neighborhood. As global warming continues to increase, so will the risk of flooding.

Backwater Solutions Canada focuses on the issues surrounding backwater valves and its critical role in the home, from the point of view of the homeowner and the insurance industry alike.

We are a new start-up and in the early phase of growth we are looking for people that are committed to making us successful. You see the future opportunity and want to be part of the long term success of this company. We encourage participation in our process and are looking for leaders with initiative. We thrive on passion and innovation, and are looking for great people, with great ideas, who want to create the next big thing. We take a team approach to our projects, where everyone has a voice. We want individuals to push limits, look outside the box and think the unthinkable. We're looking for motivated individuals to join us on our exciting journey.

Start small and become the driving force of customer service that will enable this position to become full-time in a matter of months. If you think big, move fast and want to make a significant impact, this may be your ideal job opportunity.

Interested parties should email their **resume and a cover letter** for this exciting position to: info@backwatersolutions.com Included in the cover letter should be their hands-on customer service experience, a salary range, as well as why they believe they are ideal for the position.

We will only contact those people whose profile and experience best meets the requirements of this posting.