



Orren Pickell Building Group, LLC
Job Description
CUSTOMER SERVICE REPRESENTATIVE

Job Title: Customer Service Representative
Division: Orren Pickell Building Group, LLC
Reports To: Sales & Marketing Manager
FLSA Status: Non-exempt
Prepared By: Eric Pickell
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Approved By:
Approved Date:

SUMMARY OF POSITION

A Customer Service Representative is responsible performing general customer service related tasks for potential and past customers, public relations personnel and the general public at Orren Pickell Building Group showroom, activities, public relations functions and open houses. The position provides daily general administrative assistance to the Sales and Office Staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides telephone support for staff- responds to questions, direct inquiries to appropriate staff.
- Administers incoming and outgoing mail.
- Prepares and mails sales materials as necessary.
- Maintains client data base with up-to-date information. Completes registration of all customer prospects using contact management system, qualifying, categorizing and documenting all data correctly.
- Directs and forwards all sales leads to sales associates.
- Schedules and confirms sales meetings as needed.
- Attends and records minutes of weekly department sales meetings.
- Coordinates production and dissemination of routine and special information materials.
- Maintains inventory of sales materials. Organizes stored materials. Orders new materials as necessary and/or as directed.
- Assists sales department with follow up phone calls, house showings and preparation of materials for client meetings.
- Assists with compiling research on competitors as directed.
- Maintains a knowledge of current OPBG projects, vacant property inventory.
- Visits sites to ensure proper signage is displayed on OPBG projects.
- Assists in sales departments maintenance of digital asset management and database.
- Communicates with past customers as directed to assist with client referral programs.
- Attends company open house events and provide hosting assistance.

- Prepares model home(s) to ensure home is in pristine condition to open and present to potential clients.
- Greets, tours, educates and registers all client prospects and visitors to all OPBG properties and marketing events.
- Manages maintenance and repairs of office equipment, assists in ordering office supplies.
- Assists with developing, improving and formalizing procedures within the department.
- Prepares routine correspondence template documents; assists with mailings.
- Utilizes Microsoft Word, Excel and PowerPoint to type letters, memos, report and other presentation materials.
- Performs related duties as assigned or needed.

QUALIFICATIONS

A Customer Service Representative must be able to work independently and have the drive to serve the department well and in a timely fashion. A representative must be creative, energetic and results-oriented and is particularly good at balancing multiple priorities and issues. A representative should be personable and highly organized. Must have unquestionable integrity and be dedicated to principles of developing a strong collaborative organization. They must be articulate and able to relate well to individuals at all levels, including co-workers, clients and outside vendors. The requirements listed below are representative of the knowledge, skill and/or ability required, and must demonstrate our company core values noted here:

Integrity

- Do what you say, when you say it
- Encompasses our team, designs and the homes we build
- Do what is right, not what is easy

Pride

- Be proud of what you do
- Be proud of how you do it
- Be proud of those you do it with

Team

- Work alongside people with great hearts and minds
- Build with people who love what they do
- Create with people that have the desire to be the best at what we do

Commitment

- Exceed everyone's expectations
- The jobs worth doing, it's worth doing well
- Always take it to 100%

Quality

- Corners are not there to be bent or cut
- It goes beyond material
- We build a home, not a house

EDUCATION and/or EXPERIENCE

Preferred Associates Degree in in Business/Office/Construction Management, related degree or equivalent experience. Construction or real estate knowledge is desirable. Experience with clients via phone, email and in-person.

LANGUAGE SKILLS

Strong knowledge of English (spelling, punctuation, grammar, format and tone) and of office practices and procedures.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

None Required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to type and talk or hear. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Office and showroom environment. When attending site meetings, protective clothing and shoes are required.

COMPENSATION

Commensurate with experience

