



**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:**  
**Prepared By:** Eric Pickell  
**Prepared Date:** May 18, 2021  
**Approved By:** Eric Pickell  
**Approved Date:** May 18, 2021

**SUMMARY OF POSITION**

A Customer Service Representative is responsible for performing general customer service and support tasks for potential and past clients, public relations personnel and the general public which may take place at the main office/showroom or on behalf of the Orren Pickell Building Group during company sponsored activities, public relations functions and open houses. This associate also provides daily general administrative assistance to the Sales and Office Staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Receives all incoming calls/inquiries - responds to questions and directs inquiries to appropriate staff.
- Maintains client database with up-to-date information. Completes registration of all customer prospects using contact management system, categorizing and documenting all data correctly.
- Directs all sales leads to sales associates.
- Receives and documents general requests for maintenance work
  - o Identifies scope of project and coordinates with project manager to obtain pricing and schedule appropriate trades to complete the work. Customer communications to share costs and timing expectations for scheduling.
- Communicates with clients regarding bi-annual maintenance programs and any additional maintenance work.
- Generates work orders for bi-annual maintenance programs and any follow-up work.
- Organizes list of items required for client maintenance programs.
- Attends New Construction Punch List and Warranty Walk-Through meetings - creates and disseminates punch list to client and project team. Communicates with clients and field team/subcontractors to confirm completion of outstanding items
- Schedules and confirms sales meetings as needed.
- Attends and records minutes of weekly department sales meetings.
- 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 client meeting material preparation.
- Administers incoming and outgoing mail.
- Maintains a knowledge of current OPBG projects, vacant property inventory.
- Visits sites to ensure proper signage is in displayed on OPBG projects.
- Assists with sales department maintenance of digital asset management and database.
- Communicates with past clients as directed to assist with client referral programs.
- Attends and provides hosting assistance for company open house events.
- Prepares model home(s) to ensure pristine condition for public and client presentation.
- Greets, guides, 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 and template documents; assists with mailings.
- Utilizes Microsoft Word, Excel and PowerPoint to create letters, memos, reports and other presentation materials.
- Performs related duties as assigned or needed.

## QUALIFICATIONS

A Customer Service Representative must be able to work independently and exhibit the commitment to effectively serve the department and deliver requirements in a timely fashion. A representative must be a creative, energetic and results-driven individual, proficient in successfully managing multiple tasks of varying and changing urgency. Additionally, the candidate will possess unquestionable integrity and be dedicated to the principles of developing a strong, collaborative organization. The representative must be articulate and able to relate effectively to individuals at all levels. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill and/or ability required. And must demonstrate our company core values:

### 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.

**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 appropriately resolve 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

