

Customer Service Representative

Full job description

Dixieland Rebath is seeking talented people to join the Re-Bath family. We've built a work environment that inspires its employees as much as its customers. Our offices foster a culture of acceptance and a reputation for excellence, hiring the best candidates to elevate our company and represent our brand.

Responsibilities:

- Handle inbound and outbound calls in a professional and courteous manner
- Provide excellent customer service by addressing customer inquiries and resolving issues
- Conduct data entry and maintain accurate customer records
- Analyze customer needs and recommend appropriate products or services
- Utilize sales techniques to upsell and cross-sell products
- Follow call scripts and adhere to company policies and procedures
- Maintain a high level of phone etiquette, ensuring clear communication and active listening skills
- Multilingual proficiency is a plus, particularly in English and Spanish

Qualifications:

- Previous experience in a call center or customer service role preferred
- Strong verbal communication skills in English, additional languages such as Spanish are highly desirable
- Excellent problem-solving skills and ability to think quickly on your feet
- Proficient in data entry and navigating computer systems
- Ability to work independently as well as part of a team
- Sales experience or knowledge of sales techniques is an advantage
- Ability to handle high call volumes while maintaining professionalism and composure

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Work setting:

Office settings

Send resume to: hireme@dixielandreath.com & t.elbahrawi@j127group.com