

Client Care Specialist

Our Mission

To provide Opportunity and Super Experiences for our Team, Clients, Agents, and all we serve.

Our Vision

To be the largest privately held real estate service company in the nation.

Values

F.R.E.E.D.O.M

Fearless, Respectful, Excellence, Education, Diligence, Opportunity, Motivation.

Culture

Being a superhero is hard, and we will expect your best every day. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

Company Expectations

Show up on time, show up ready to go, work while at work, focus on the great client experience, strive to be physically fit, mentally fit, and emotionally stable. Be kind to all, and if a client is disgruntled, kill them with kindness. Look for opportunities for the company and for yourself. Seize opportunity when it arises, plan your time, have a plan, set personal and professional goals, dress appropriately, and persevere when difficulty arises. Be clear about the company's vision and your personal vision. Be effective, not perfect. Take time for refreshment and relaxation when needed, respect your coworkers, and be a part of the team.

Your Mission: Becoming a valued Super Team member in growing and developing the company through support, contribution, leadership, innovation, and serving within the framework of the culture, mission, and vision of Super Inspector.

Your role as a client care specialist is to be a part of a team that is devoted to giving our clients outstanding customer service during the home buying process while scheduling their inspections. We aim to schedule in the most accommodating way for all parties based on availability, service area and duration. We act as the glue for the entire company by communicating with internal divisions to ensure we are doing all we can to meet company goals.

Primary Responsibilities

- Answering phones, emails, texts, and Facebook correspondence
- Scheduling daily appointments in a logistical manner accommodating for availability, duration, and service area.
- Daily follow up on incomplete/cancelled inspections.
- Data entry for agents and client information
- Scheduling inspections through booking software (ISN, ShowingTime), direct to agent and transaction coordinators with accurate information.
- Coordinating ancillary services through third party vendors that accommodate with our inspections.

- Returning voicemails and contacting online orders in a timely manner
- Minor administrative tasks such as emailing reports, sending invoices, collecting payments for overdue invoices, etc.
- Transferring calls to appropriate divisions and/or person in company.

Secondary Responsibilities

- Communicate with supervisor to improve processes and to set personal and team goals.

Key Skills

- Exceptional written, verbal, phone, interpersonal and organizational skills.
- Ability to work well within a team environment.
- Working knowledge of MS office, PDF, and other relevant software
- Ability to multitask on several orders while maintaining attention to detail.
- Previous work experience operating phone calls

Desired Outcomes or Results

- Complete all qualifying client activities daily.
- Maintain a close rate of 80% closed inspection orders.
- Be committed to providing the client with a “Super” experience.

Personality Traits

- Customer focused.
- Personable phone skills
- Active listening skills
- Hard working and self-motivated
- Driven to set and meet goals.
- Effective communicator
- Flexibility

Job Types: Full-time, Part-time

Pay: \$15.00 - \$20.00 per hour

Benefits:

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

Schedule:

- 8 hour shift
- Day shift
- Holidays
- Monday to Friday
- Overtime
- Weekend availability

Supplemental pay types:

- Bonus pay

Work Location: One location