



Unleash Your Potential: Become a Fearless Client Care Manager

Our Mission

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

Our Vision

To deliver Super Home Services to 75,000 homeowners annually.

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 providing great client experiences, 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.

Position Overview

Your role as a Client Care Manager is to lead a team that is devoted to giving our internal and external clients outstanding customer service through genuine personal warmth, an optimistic attitude, and to drive sales goals and ensure your team meets them. The Client Care team acts as the glue for the entire company by communicating with internal divisions to ensure they are doing all they can to meet company goals.

Fearless Client Care Managers

- **Dynamic Team Leader:** Lead the Super Team to brainstorm solutions and stay united against villainous customer woes. Conduct team meetings and weekly 1-on-1 meetings with all team members providing the roadmap to success and growth within the company.
- **Speedy Signal Response:** Answer distress calls (phone, email, text) with lightning-fast reflexes, armed with sales scripts to save the day promptly.
- **Heroic Hospitality:** Provide super-powered customer service by tuning into customers' needs with super hearing, empathy, and a positive aura.
- **Empathy and Understanding Shield:** Shield customers from frustration with empathy and patience, wielding the power of understanding emotions. Offer personalized solutions as mighty as Thor's hammer.
- **Incredible Documentation:** Maintain detailed notes like a superhero's journal, ensuring every mission detail is captured. Daily follow-ups are as routine as saving the world.
- **Continuous Improvement Quest:** Seek out opportunities to enhance your work ethic like uncovering hidden treasures. Refine policies and procedures to fortify the client's experience like building a superhero lair.
- **Mastery of Super Gadgets:** Acquire the wisdom of the Batcave, mastering the ins and outs of our products and services to tackle customer concerns with the precision of Iron Man.
- **Telepathic Listening:** Tune into customers' needs with telepathic precision, providing tailored solutions faster than a speeding bullet.
- **Ancillary Services Supercharge:** Harness the power of knowledge to upsell like a superhero upgrading their gear. Guide homeowners through the benefits of additional services with the wisdom of Doctor Strange.
- **Sealing the Deal:** Use the power of persuasion to seal the deal, overcoming objections with the charm of Tony Stark to ensure every customer's fortress is protected.

Mandatory Superpowers

- **Beacon of Inspiration:** At least 1-2 years' experience of managing a call center with a proven track record of success.
- **Customer-Centric Crusader:** Devoted to delivering extraordinary customer experiences with the power to turn complaints into victories.
- **Empathetic Guardian:** Possessing superhuman empathy and patience to understand customers' perspectives and soothe even the most challenging interactions.
- **Problem-Solving Superpowers:** Equipped with analytical prowess and critical-thinking skills to navigate complex situations like a superhero unraveling mysteries.
- **Communication Command:** Master of verbal and written communication, able to convey information with the clarity and precision of a superhero's battle strategy.
- **Conflict Resolution Champion:** Capable of transforming conflicts into triumphs, wielding the power of diplomacy to forge positive outcomes.
- **Detail Detective:** With a sharp eye for detail, meticulously documents interactions and resolutions, leaving no villain untracked.
- **Adaptable Avenger:** Have weekend and/or evening availability to meet client needs during short option periods.
- **Teamwork Titan:** Collaborates seamlessly with fellow heroes, fostering a positive team dynamic and achieving superhuman feats together.
- **Experience Extraordinaire:** Previous feats in call center or customer service roles preferred, showcasing a history of heroic deeds.
- **Technology Wizardry:** Harnesses the power of customer service software and communication tools with the finesse of a tech-savvy superhero.
- **Education Enrichment:** Possessing a high school diploma or equivalent, with additional certifications akin to leveling up in the superhero ranks.

Super Skills for a Super Life

- **Teachable & Coachable:** Embrace learning and coaching.
- **Attention to Detail:** Demonstrate strong attention to detail.
- **Empathy:** Possess well-developed empathy for working with stressed clients.
- **Communication Mastery:** Exhibit strong verbal communication skills.
- **Analytical Expertise:** Interpret and analyze data with precision.
- **Concern for Excellence:** Maintain a consistent concern for doing things the “right way.”

Super Benefits for a Super Life

- **Financial Freedom:** Competitive Pay and opportunities for financial and professional growth.
- **Health & Wellness:** Medical, dental, vision, and life insurance, along with a health savings account (HSA).
- **Retirement Ready:** 401(k) for a secure future.
- **Lifestyle Support:** Flexible work schedule, short & long-term disability, and employee discounts.
- **Learning Journey:** Thorough training to enhance your skills.

Join the Super Team: Your Path to a Fearless and Rewarding Super Life!

Become a part of the Super Team which values top-notch customer service experience and is dedicated to delivering outstanding service. Make a meaningful impact on the homebuyer’s experience, and achieve financial freedom. If you are looking for a place to grow, look no further.

To apply, please submit your resume and complete our application by visiting <https://superteamservices.com/careers/>