



Unleash Your Potential: Become a Fearless Super Sales Representative

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.

Team Overview

When the inspection is triumphantly completed and homeowners are poised to embark on their new adventures, the outbound team swoops in! Their mission: to propel our in-house services forward while ensuring the home buying journey remains stress-free. Focused on selling insurance and utilities, they're also on the lookout for opportunities to champion our in-house pest control and HVAC services. This team leaves an indelible mark, leaving clients longing for more SUPER experiences!

Position Overview

As a Super Sales Representative (Utility Concierge), you're the guardian of customer delight! Forge lightning-fast bonds with potential heroes, lending an ear to their needs and linking them with utility, internet, and home security allies. Your hotline blings with "warm" to "hot" leads, primed for your heroic intervention. Collaborating closely with the Super Team, you'll research home options, forge connections, and fulfill needs at super speed. Your task? To understand the customer's quest and match them with the perfect solutions. As a Utility Concierge, you'll soar to exceed weekly, monthly, and yearly goals, embodying the essence of teamwork, self-motivation, and a true asset to our SUPER league.

Responsibilities Summary

Leads emerge from our home inspection division and beyond, granting you the time and focus to build connections. Engage with leads via calls, texts, and emails, swiftly discerning their utility and home service needs, ensuring they're fortified before their home conquest. Armed with compiled intel, you'll sell them on a myriad of service providers, guiding them through the labyrinth of options. Every hero needs guidance in their new abode, and you're the beacon they seek. Set your sights on individual and team-based goals, crafted with the wisdom of the division lead each month.

Fearless Super Sales Representatives

- **Master of Product Knowledge:** Possess the wisdom of the ages to provide the best solutions for customers, wielding your knowledge like a superhero's trusty tool belt.
- **Client Relationship Cultivator:** Forge unbreakable bonds with clients, nurturing relationships with the care and dedication of a superhero protecting their allies.
- **Outbound Call Crusader:** Charge into battle with outbound calls, reaching out to clients with the determination and resolve of a superhero on a quest for justice.
- **Services Inquiry Hero:** Answer clients' questions with the precision and expertise of a superhero, guiding them through the maze of services with ease and confidence.
- **CRM Commander:** Harness the power of the company CRM, organizing clients and sales with the efficiency and precision of a superhero coordinating their allies.
- **Upselling Opportunity Seeker:** Seek out opportunities to upsell services, unlocking hidden potential for clients with the insight and strategy of a superhero strategist.
- **Deal Closer Extraordinaire:** Seal deals with the finesse and determination of a superhero, ensuring victory with every transaction.
- **Timely Follow-Up Avenger:** Follow up with clients promptly, swooping in to save the day with timely assistance and support like a loyal superhero sidekick.
- **Lead Pursuer:** Pursue leads with speed and agility, racing against time to connect with clients like a superhero answering the call of duty.
- **Goal Achievement Champion:** Achieve weekly, monthly, and yearly goals with super heroic determination, surpassing every challenge with unwavering resolve.
- **Provider of SUPER Experiences:** Ensure every client has a SUPER experience, leaving a lasting impression of excellence and satisfaction like a true superhero.
- **Polite Phone Etiquette Superhero:** Communicate with customers using the politeness and courtesy of a superhero, ensuring every interaction is filled with respect and professionalism.
- **Escalation Defuser:** Defuse client escalations and complaints with the calm and grace of a superhero, turning conflicts into opportunities for resolution and growth.
- **Objection Overcomer:** Overcome customer objections with the resilience and determination of a superhero, guiding clients towards a path of resolution and satisfaction.

Mandatory Superpowers

- **Phone Persona Powerhouse:** Possess a phone persona that dazzles and delights, captivating clients with the charm and charisma of a superhero.
- **Communication Clarity Crusader:** Communicate with clarity and precision, ensuring every message resonates with the clarity of a superhero's call to action.
- **Hard Work Hero:** Embody the spirit of hard work and dedication, channeling the perseverance and resilience of a superhero in every task.
- **Connection Creator:** Forge connections with the speed and agility of a superhero, reaching out to customers with genuine care and compassion.
- **Competitive Spirit Supercharged:** Fuel your competitive spirit with the determination and drive of a superhero, striving to exceed goals with unwavering resolve.
- **Experience Expert:** Utilize your experience in sales and customer service environments like a seasoned superhero, drawing upon your skills to overcome any challenge.
- **Endurance Enforcer:** Endure prolonged phone sessions with the stamina and endurance of a superhero, facing every challenge with unwavering strength.
- **Pressure Handling Prodigy:** Remain calm under pressure, navigating through storms with the grace and composure of a superhero in the face of adversity.
- **Listening Luminary:** Listen intently to the needs of customers, uncovering insights with the precision and focus of a superhero detective.

Schedule

- Full-Time 8-hour shifts (Monday to Friday Day Shift)

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 professional sales 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/>