

Customer Care Representative

You must have exceptional customer service skills, be friendly, willing to help, and have a positive attitude. This role serves as the first point of contact to each potential customer either in person or on the phone, and first impressions last forever!

Job responsibilities are as follows:

- Answer incoming calls and assist with questions or transfer call to appropriate extension
- Schedule appointment requests for the sales representatives
- Check voicemail daily and promptly follow up on messages
- Greet everyone that enters the showroom
- Call customers back for follow up from leads and visits
- Send links/follow up for google reviews
- Send links from Pulse - for customer reviews
- Respond to email inquiries and web requests
- Interact with leads and customers through social media
- Escalate social media reviews to appropriate departments as needed
- Maintain cleanliness of the showroom
- Assemble and maintain folders/brochures for the sales team
- Assemble and mail thank you packages for customers