

Plumbing/Electrical Customer Service Associate

Reports to: Plumbing/Electrical Department Supervisor
Job ID: 115101

Entity:
PaulB LLC

Job Classification:
Sales Workers

Summary and Objective:

This position is to effectively provide support to the customer service activities within the overall daily operations of the plumbing and electrical department of PaulB LLC, while assisting the Plumbing/Electrical Department Supervisor in making decision within the company values and mission of Paul B. Zimmerman, Inc.

Essential Functions:

- Field and relay basic customer service questions and complaints to department supervisor as necessary
- Lead by example and encourage others to provide excellent customer service
- Assist with new-employee job training
- Provide consistent, good customer service with tech support.

Characteristics and Competencies:

- Able to handle stress, deadlines, and expectations with a pleasant and professional demeanor
- A well-organized and self-directed individual who is a team player
- Ability to respond effectively to the most sensitive inquiries or complaints
- Possesses a reputation of dependability, honesty, and humility

Preferred Education and Experience:

- Retail and industry-related experience

Work Environment:

This job operates in a retail environment. This role may routinely use computers, phones, photocopiers, filing cabinets and fax machines; hand tools, and forklifts. Regular evening and weekend work is expected.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand for extended periods of time; routine lifting of 50+ pounds; repetitive motions; sitting for extended periods of time, speaking, listening, and seeing; walking; use eyes, hands, finger, or feet; and reaching with hands and arms, and so forth.

Travel:

No overnight travel is expected for this position.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: _____ Date _____