

Customer Service Representative

TC Hafford Basement Systems | Wells, Maine

We're looking for a friendly, organized, and customer-focused **Customer Service Representative** to join our team!

Our CSRs are an important part of the customer experience. You'll communicate with customers by phone, schedule and confirm appointments, answer questions, follow up on issues, and make sure our customers receive the **remarkable service** they deserve.

What You'll Do

- Provide friendly, professional customer service by phone
- Schedule and confirm customer appointments
- Follow up with customers and help resolve questions or concerns
- Maintain accurate customer information, paperwork, and data entry
- Communicate with our teams to help keep jobs and appointments running smoothly
- Handle multiple tasks while staying organized and detail-oriented
- Work as part of a team to create a positive customer experience

What We're Looking For

- Friendly, positive, and customer-focused attitude
- Excellent verbal communication skills
- Strong organizational and follow-through skills
- Comfortable using a computer and learning new software
- Accurate data entry and attention to detail
- Ability to multitask and work well with others
- Customer service experience preferred
- High school diploma/GED preferred

If you enjoy helping people, staying organized, and being part of a team, we'd love to hear from you!

TC Hafford Basement Systems is an equal opportunity employer.