

TC Hafford Basement Systems

Leaks • Cracks • Humidity • Crawl Spaces

Job Posting – Production Department Customer Service Representative

TC Hafford Basement Systems, a regional leader in the basement and crawl space waterproofing and repair industry, is looking for a Production Department Customer Service Representative to join our growing team. Our purpose is to redefine the construction industry by providing our customers with a remarkable experience. We care deeply for and strive to build a long-term relationship with each customer. At TC Hafford Basement Systems we also redefine for our employees. We want our employees to know that they are valuable to us and experience success in a way they never imagined for themselves.

What We Would Provide You

- A trusting, respectful, and fun culture
- The best tools and training to get the job done the right way
- A team you can be proud of
- Opportunities for professional growth

What You Would Do

- Answer in-coming calls, make outgoing calls and following up with customers
- Provide clerical and administrative support to the Production Department
- Provide tactical support to other departments of the company
- Keep customer records and database current and orderly
- Communicate with customers to ensure their satisfaction with our work
- Provide customers with a remarkable experience

What We Need for this Role

- Experience in the customer service field
- Exceptional telephone and interpersonal skills
- Proficiency in computer programs and apps
- Experience with CRM and DocuSign Software preferred but not required
- Desire to complete daily tasks as assigned and to provide support others within the department

If you pride yourself in providing exceptional customer service and want to be valued for what you bring to the team, apply today to join us as our Customer Service Representative.

For more information about our company, visit www.tchaffordbasementsystems.com. EOE