

TC Hafford Basement Systems

Leaks • Cracks • Humidity • Crawl Spaces

TC Hafford Basement Systems, a regional leader in the basement and crawl space waterproofing and repair industry, is looking for Customer Service Representatives for our Service Department to join our growing team. Our purpose is to redefine the construction industry by providing our customers with a remarkable experience.

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 solid pay and benefits package
- A team you can be proud of
- Opportunities for professional growth

What You Would Do

- Responsibilities could include but are not limited to answering incoming calls, setting service appointments, and/or following up with customers on various issues
- Provide tactical support to other departments of the company as needed
- Perform a variety of administrative duties as needed
- Help keep customer records and database current
- 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 (we will train you!)
- Proficiency in English is required

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 Service Department Customer Service Representative.