

Don's Mobile Glass

Job Title:	Customer Service Representative (CSR)	Job Category:	Retail
Location:	DMG		
Level/Salary Range:	\$14hr - DOE	Position Type:	F/T
HR Contact:	Corina Malagon	Reports To:	Store Manager
Will Train Applicant(s):	Y on specifics, N on basic skills necessary		

Job Description:

The Customer Service Representative is responsible for providing excellent customer service for all customers by using in-depth knowledge of company products and programs. The CSR will process orders, handle incoming phone calls, prepare daily reports, order parts as needed while communicating effectively with team members and management. Our customer service team receives extensive training and industry knowledge covering a broad scope of automotive, residential, and commercial glass products. Don's Mobile Glass has stores throughout the Central Valley including Modesto, Manteca, Turlock and Merced with our corporate office and warehouse located in Modesto. The CSR must be able to provide coverage and be ready to work in any one of our stores or the corporate office as needed.

Duties/Responsibilities:

- Ability to handle high volume telephone calls
- Attracts potential customers by answering product and service questions; suggesting information about other products and services
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Handles all billing, daily invoicing and end of day processing for store
- Contributes to team effort by accomplishing related results as needed
- Prepare various reports by collecting and analyzing information
- Must demonstrate company values including making a genuine effort to help our customers, finding answers to problems, taking accountability, following through with the task, and enjoying yourself along the way!
- Other duties as assigned

Requirements:

- Bilingual/Fluent in Spanish
- Excellent customer service potential
- Strong communication skills
- Computer skills that correspond to position needs
- Must be able to adapt to a fast paced environment
- Strong organizational skills
- Ability to work flexible, full-time schedule (M-F) and rotating Saturdays
- Ability to work out of any of our stores located in Modesto, Manteca or Turlock or the corporate office and take direction from various managers and senior staff
- Non-smoking environment

Benefits Offered:

- Medical Insurance
- Dental/Vision Insurance
- Group Life and AD&D Insurance
- 401-K
- Paid Holiday
- Paid Vacation
- Paid Sick Leave