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EMPLOYMENT OPPORTUNITY

Customer Service Representative

How would you like to be a part of a team that is more like family; have not just a job but a career? O'Leary Plumbing and Heating is the place for you! Third-generation family owned and operated since 1958, O'Leary's strive to treat employees with the same level of respect and care that we offer our customers.

About Us:

Our team is steadfast; in fact, 50% of our employees have been with us for 10 years or more. Moreover, 40% of employees were hired to cover the needs of a growing company. We provide access to top rated coaches and other progressive service company representatives to help our team grow, lead and succeed. We maintain a fun atmosphere, as can be expected with family, hosting various events throughout the year:

- St. Patrick's Day Celebration: digging down to our Irish roots; with a name like O'Leary, it's kind of expected
- Fish Day, called Blue Gill Day for locals: employee appreciation full day event ending with a fish fry for family and friends.
- Ice Cream Social: giving back to the community, we have a booth on the East Troy square and give free ice cream and cookies to patrons
- Christmas Party: A night out for employees and significant others with food, fun and merriment
- Other unscheduled events as opportunities arise

Located in East Troy Wisconsin, we serve a long term and loyal customer base throughout southeastern Wisconsin. Our emphasis is on providing the best possible customer experience. While our HVAC & plumbing services stretch far and wide and are always customized to our customers' requests, we are dedicated that delivering reliable service stays our primary focus. We are currently seeking candidates who wish to be part of our dynamic corporation who are ready to meet the demands of a growing company to fill a Customer Service Representative position.

Job Description:

We are currently seeking dependable, optimistic, and conscientious candidates who wish to be part of our dynamic corporation, who are ready to meet the demands of a growing company and fill our Customer Service Representative position. Working on a team with focus in a customer-oriented environment, you will perform administrative responsibilities including but not limited to:

- Perform Receptionist tasks such as answering phones/emails, greeting customers, and directing to the proper employee - taking messages as needed.
- Record important customer information into system while maintaining a positive and courteous approach and providing consistent customer experience.

- Create work orders, new customer files, and process orders/sales.
- Contact customers with courteous follow-up on estimates and feedback on services provided.
- Generate, organize, and, assure accuracy of job information as it affects individual departments and company as a whole.
- Performing Accounting tasks including processing A/P invoices and tracking product returns for the Service Division.
- Attend meetings geared towards creating team culture, a desire for success and growth, customer satisfaction techniques and technical training/updates.
- Collaborate with Office Manager, Accounting Manager and Service Manager on other administrative tasks that may fall within the scope of the office and service department skills.
- Back-up duties to service call requests including but not limited to creating and maintaining an accurate schedule board based on priority scheduling and work orders.

The ideal candidate:

- ✓ Possesses excellent verbal and written communication skills with a strong attention to detail and follow-up skills
- ✓ Has the ability to multi-task in a fast-paced environment while promoting positive relations with staff, techs and customers
- ✓ Is highly organized and can think quickly while considering the overall impact on day-to-day functionality of the department
- ✓ Maintains an approachable personality and works well with diverse personalities
- ✓ Receipt of High school diploma or equivalent required
- ✓ Exhibits strong technical knowledge including proficiency with Microsoft Excel and Word
- ✓ Experience in plumbing industry a plus but not required

This is a full-time position with work hours between 7:00 am – 4:00 pm.

At O’Leary, we stand with and believe in all our employees and offer the opportunity for advancement. We are pleased to offer competitive hourly compensation, a Sep-IRA retirement plan, and aggressive health benefit package including medical, dental and vision options.

Interested persons should e-mail a cover letter and resume to careers@olearyplumbingandheating.com, or fill out an application on our careers page <https://www.olearyplumbingandheating.com/about-us/careers/>