



Customer Service Representative Job Description

Company Overview

M&M Glass has been the region's trustworthy custom glass and mirror provider for all of southern Louisiana. We have quite the renowned reputation for providing affordable, unparalleled products with quality customer service to families, interior designers, contractors, and business owners all across the region. None of which would be possible without our incredible team!

Job Overview

We have an opening for a **Customer Service Representative**.

Our Customer Service Representatives provide the esteemed M&M Glass experience to our current and potential customers by making connections and establishing positive relationships with homeowners, contractors, designers, and other industry professionals such as plumbers and tile/flooring professionals.

As a Customer Service Representative, you will work in a fast-paced, collaborative environment and provide a great experience for our customers throughout their time of doing business with us. You will use multitasking and organizational skills every day as you work on multiple projects with your team members and our clients.

You will provide the best service in the business to our customers during every contact opportunity. Contact opportunities include: initial phone call, schedule measurement and installation appointments, frame selection, and process quote(s). You will develop positive working relationships with all M&M Glass employees and report to the Customer Service Manager, General Manager, and Owner of M&M Glass.

Key Responsibilities

As a Customer Service Representative, your key responsibilities include duties including but not limited to the following:

- Effectively communicate in a positive, respectful, timely manner to all internal and external contacts
- Answer the phone and greet callers in a timely and friendly manner
- Maintain professional behavior and appearance
- Maintain a positive, empathetic, and professional attitude toward customers
- Accurately fill out tickets with all the information of customers' needs, including appropriate production sheets
- Make practical decisions by analyzing customer convenience, existing appointments, and physical location distance for scheduling measure/install appointments based on customer needs and M&M Glass availability



- Set effective routes for appointments and communicate approximate completion time to customers
- Maintain relationships with existing clients by ensuring satisfaction, providing accurate and knowledgeable information, and advising about new or additional products
- Process accurate quotes and relay to customers by the end of next business day
- Organize and maintain the flow of tickets to ensure all tickets are fulfilled
- Escalate queries and concerns
- Troubleshoot common issues with a product or service
- Educate clients about additional products or services, and provide introductory information to new clients

Job Requirements

- Multitasking and organizational skills
- Analytical and problem-solving skills
- Time-management skills
- Ability to answer a high volume of calls and/or emails daily
- Ability to share work among a customer service team
- Ability to find the positive in any situation
- Ability to walk, climb stairs, climb ladders and lift 30 lbs
- Follows the instructions of supervisors
- Maintain secrecy with regards to all M&M Glass Business, Sales, and Marketing strategies and practices

Preferred Qualifications

- High School Diploma or GED
- 25 + years of age

Benefits

The spirit of the below policies and benefits is to ensure a balance between home and work life.

- Paid vacations *and* holidays
 - Time off, including vacation, must be requested at least two weeks in advance
 - Time off is granted based on availability
 - Receiving prior approval for additional time off may be considered by talking in advance to the Customer Service Manager
- Great hours
 - The scheduled report time is 8:00AM and end time is 4:00PM. There may be exceptions to these start and end times based on job specifics.
 - The average workweek will be around 40 hours. Overtime may be required. Weekend work is sometimes available at the overtime rate on a volunteer basis.
 - Customer Service Representatives are NOT docked for time spent on lunch
- Exceptional Insurance Options
 - Medical



- Dental
- Vision

EEOC Statement

M&M Glass Company is an equal opportunity employer. As such, M&M Glass will recruit, hire, train, and promote in all job levels the most qualified persons without regard to race, color, creed, national origin, sex, age, or handicap. All employment decisions are based on job-related standards and must comply with the principles of equal employment opportunity.

ADA Statement

M&M Glass Company does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA Title I employment regulations.