

## CSR Job Description

Position Title: Customer Service Representative / Clerical

Answering incoming calls with professionalism, personality and a pleasant voice. Answer calls before three rings.

Take work orders from customers requesting service and putting the work orders in the computer.

Discuss and solve customer complaints.

Needs to know computer basics and how to use Microsoft office.

Have basic knowledge to answer questions regarding sewer/drain and plumbing business along with other branches of service provided.

Able to work in a team environment to get tasks completed in a timely manner.

Small amount of clerical work.

Other office work including, but not limited to, quality control calls, thank you letters, processing payments, etc.

Must be able to pass pre-employment drug screening test and background check.

## Technician Job Description

Job Title: Plumber/Sewer and Drain Serviceperson

Provide quality plumbing repair as well as sewer and drain cleaning to residential, commercial, and industrial customers in compliance with all pertinent codes.

Responsible providing excellent customer service, and collecting payment at point of service while maintaining high customer satisfaction.

Needs fundamental written and oral English and math skills

Basic mechanical aptitude

Previous sewer and drain cleaning experience or preferred-in-house technical training provided.

Valid driver's license

Have and maintain safe driving history/record.

Valid apprentice or journeyman license

Any other certifications/registrations required to perform work in the service area.

Must be able to work days, nights, weekends, and holidays when scheduled

Pass pre-employment drug screen test and background test