

JOB DESCRIPTION – SALES - CSR



The following agreement stipulates the terms of employment that must be adhered to by all sales staff employed with Odd Job.ca

The purpose of our Company

At work or home, no matter the size, we make it simple and enjoyable to get your to do list done.

ODDJOB.CA Brand Commitments

Consistency, Courtesy, Craftsmanship, Transparency

Company Values

We Invest in People

Customers are Partners

Our Work is Our Craft

Stay Hungry

Organization is the Key to Success

Deliverables and Accountabilities:

The Customer Service Representative position in the company is a core role. As a front-line position it is a critical part of the customer experience. As a sales and service position, CSRs interact with customers to provide the proper information and accurate project estimates in response to service inquiries from both residential and business clients, Additionally they foster growth in the business through ongoing lead and sales nurturing activities. The company's success relies on CSR's living the company values, embodying the brand commitments and the proper execution of tasks associated with this role.

Deliverables

1. Generate and convert leads in to estimates and generating sales.
2. Provide a top-level customer experience.
3. Successfully complete initial training, complete ongoing in-house, on-the-job and off hour training.
4. Complete all daily, weekly and critical administrative duties related to this position.

Accountabilities

Deliverable 1 – Converting leads into estimate and generating sales

1. Receive inbound telephone calls and take the appropriate actions based on caller.
2. Correctly funnel leads based on project requirements.
3. Reply to electronic inquiries and answer customer questions, intaking new customers and assessing the scope of client projects, and react according to training.
4. Using the company's pricing tool and CRM to build and send simple level 1 estimates to prospective clients with in 2 hrs of intake
5. Review external online lead generation sources for leads and respond like Worksmith, quartermaster, Homestars etc
6. Assemble level 2 projects and confer with the project manager to aid in completing and sending these more involved estimates.
7. Record deposits and final payments for completed projects.
8. Follow up daily on unapproved estimates by phone on a rotating 14-day schedule
9. Follow up daily on a rotating 3-day schedule all un-replied requests by phone as scheduled.
10. Generate 15 (3 per day) new prospects weekly, by using our client re-engagement list to connect with by phone past customers with no service for over 12 months.
11. Make and log prospects calls/outreach daily to businesses on our contact list
12. Close subscription package sales.

Deliverable 2 – Provide a top-level customer experience

1. Communicate with all customers as necessary to understand any questions
2. they may have.
3. Update all customers with any changes to their project schedule.
4. Ensure all customer details are entered prior to tech arrival at the jobsite.
5. Schedule level 1 and 2 projects within 4 hrs of estimate approval, notifying the client of booking by end of each business day.
6. Review and resolve all simple customer complaints in a timely manner, by end of day for most issues.
7. Notify the Project Estimator of new on-site assessments to be scheduled.
8. Use CRM to communicate with customer and other issues.

Deliverable 3 – Employee Training

1. Attend and complete ongoing ODDJOB.CA's values, culture, policies onboarding.
2. Attend and complete ongoing ODDJOB.CA sales and software training as required.
3. Must take 1 external course related to your position yearly, covered by company if approved and passing grade attained.
4. Attend and complete in-house, on-the-job and approved external courses, in order to develop and grow in their role and complete tasks with confidently and efficiently.

5. Understand the use of relevant company and positional KPI's and how the company tracks performance.

Deliverable 4 – Administrative Responsibilities

1. Maintain and update accurate data in CRM, the company's payroll time clock software for yourself.
2. Reply to online reviews within 48 hrs. of posting date. Connect with your manager as required for challenging responses
3. Review, respond and contribute to communication log daily.
4. Maintain and update accurate scheduling and data updates in CRM.
5. Maintain Sourcing log updating daily.
6. Project schedules for ODDJOB.CA employees and subcontractors are to be reviewed and confirmed daily.
7. Archive old estimates over 60 days old and requests over 30 days old.
8. Accurately maintain Job review log daily including accolades from all sources and the returns for all reasons.

REPORTING:

1. Report directly to the Owner
2. Maintain accurate log in and out records for time keeping.

GENERAL EXPECTATIONS:

Positional Duties

1. *Tasks are managed one at a time to completion before starting another to ensure nothing is forgotten.*
2. *All logs are mandatory to fill out daily.*
3. *New lead opportunities are nurtured to convert as many as possible.*
4. *Speed in sending estimates to new leads is critical.*

Office Environment

5. *Workspace must be kept tidy, organized, and clean.*

Certain circumstances may lead to reprimanding prior to termination by way of a "3 strikes you're out" scenario. Such actions may include but are not limited to:

1. Unsatisfactory completion of work or fulfillment of your position

2. Not showing up to work or not showing up to work without proper notice given.
3. General disinterest towards the job which brings down the morale of the other staff members.
4. Arguing with management on a continual basis
5. Consistently not meeting sales and conversion targets
6. Chronic lateness,
7. Taking days off without adequate notice given

Certain circumstances may lead to immediate termination. Such actions may include but are not limited to:

1. Being intoxicated
2. Stealing from the company, its employees, subcontractors, customers, or suppliers
3. Not completing and passing initial training.

At the first incident an official verbal warning will be given. Upon a second incident, an official written warning will be issued outlining the parameters of the warning. If management has reason to issue a third notice, termination of the employment agreement may be considered.