



OneStop Plumbers
is Seeking a Top Quality
Customer Service Representative
to Join Our Team

OneStop Plumbers is a family-owned and operated plumbing company that provides residential and commercial plumbing and repair services to Corona, the Inland Empire and surrounding cities.

*Our mission is to be the “**plumber of choice**” in the areas we service. We believe that by hiring like-minded team players that take pride in their work and put customer interest first, we will get there one job at a time.*

We have an opening for a **Customer Service Representative** to join our administration team. The primary function of this role will be to respond to and facilitate inquiries from customers, schedule appointments and manage daily dispatch activity in the field. This position requires multi-tasking and may also include back office responsibilities such as filing, invoice/receipt processing, and general office duties.

Customer Service Representatives perform a key role towards accomplishing our mission and expanding our company. As such, we are seeking highly customer service oriented and motivated individuals that are interested in a long-term relationship and company advancement.

Desirable Experience, Skills and Education Qualifications:

- Customer service soft skills /customer service training a plus
- Experience in the plumbing or water damage industry
- Excellent phone, email, text and customer service etiquette
- Self-motivated, trustworthy and can quickly adapt to change in a fast-paced environment
- Ability to multi task and prioritize information and decisions quickly.
- Computer skills in the use of dispatch systems, email, Quickbooks, Word, Excel
- Ability to enter data accurately and quickly
- Ability to speak, write, and communicate orally and fluently in English
- High school diploma/some college

Other Requirements:

- Self-starter with ability to work under little supervision
- Clean drug test and pass background check

Compensation:

- \$15-\$18 per hour based on experience (overtime paid at time and a half)
- Paid vacation after year one
- Sick Pay
- Holiday Pay
- Option to participate in group medical and retirement plans as available

Application Process:

Interested candidates, please email resume with cover letter to teara@onestopplumbers.com

Applicants that meet minimum qualifications will receive a phone interview. Upon successful phone interview, potential candidates will be invited for an in-person interview and may be asked to participate in a paid on-the-job working interview.

Job Posting will remain open until position filled.