



## **Auto Glass Scheduler / Customer Service Representative**

Window Welder is looking to hire an Auto Glass Scheduler / Customer Service Representative to join our team! Our company is locally owned and operated with shops in the Magic Valley and Wood River Valley. We have been in business since 1986 and take pride in the excellent customer service we provide our customers. The successful applicant will hold a vital role in our company as the first point of contact for our customers, clients and vendors and must exude the highest level of customer service, quality, efficiency and accuracy with integrity and respect. Window Welder has an excellent work environment and reputation in our communities and we do NOT phone solicit. This job position is currently based out of our Jerome, ID shop and has the potential to be based out of the Bellevue, ID shop depending on preference.

We value our team members and reward them with a **competitive wage based on experience and performance**. The pay range is **\$16 – \$20 per hour plus commission** and incentive pay. Paid vacation/sick leave, paid holidays, life insurance, retirement, plus many other benefits are part of the compensation package.

### **Job Duties:**

- Assist walk-in customers
- Answer multi-line phones for shops located in the Magic Valley and Wood River Valley
- Provide quotes for auto glass repair, replacement and recalibration services with efficiency, accuracy, and in accordance with Window Welder's approved methods, tools, and techniques
- Generate work orders and schedule jobs
- Assist customers with filing insurance claims
- Provide exceptional customer service to every customer, every time
- Ability to operate a computer and softphone with efficiency
- Document all work performed in accordance with operating procedures
- Exhibit self-motivation with organizational and time management abilities
- Work independently with minimal supervision and ability to work and collaborate effectively with a team of peers as well as leadership
- Understand the terminology of the automobile business and keep abreast of technology changes
- Follow attendance and punctuality standards with adherence to timekeeping standards
- Understand and follow all work rules, procedures, and lawful direction from supervisors
- Uphold the company's non-disclosure, non-solicitation and non-competition agreement and confidentiality policies
- Maintain a professional appearance in accordance with company policy
- Attend pertinent training and company meetings as requested
- Perform other duties as assigned

**Core Competencies:**

- Accountability, Adaptability, Analytical Thinking, Collaboration, Communication, Creative Thinking, Customer Focus, Decision Making, Effective Listening, Flexibility, High Achiever, Initiative, Innovative, Organizational and Environmental Awareness, Planning and Organizing, Problem Solving, Respect, Results Focused, Safety, Teamwork

**Skills & Abilities:**

- Must be 18 years of age or older and have a high school diploma, GED or equivalent
- Maintain a valid Idaho driver's license and clean driving record
- Adhere to all health and safety regulations
- Excellent oral and written communication skills
- Effective listening skills
- Multi-tasking is essential (*ability to type and talk simultaneously*)
- Superior customer service skills
- Good math and typing skills
- Familiar with Microsoft Word/Outlook and able to learn new software programs quickly
- Problem solving and ability to think outside the box
- Efficiency is a key component of this position
- Display a friendly, professional and courteous attitude at all times to all people
- Physical requirements: This job will require standing or sitting at a desk and ability to stare at a computer for long periods of time. Job requires the ability to stand, bend, sit, reach, and type (good manual dexterity is a must). At times you may be asked to operate a company or customer-owned vehicle. Applicant must be able to perform the essential functions of the job with reasonable accommodation and without posing a direct threat of harm to self, others, or property. Job placement is contingent upon successful completion of a pre-employment drug test.
- Bi-lingual is a plus

Training and tools are provided. Window Welder is an equal opportunity employer and maintains a drug free workplace.

Members of the Window Welder Team are provided:

- Competitive Pay (Industry-Leading)
- Paid Training and Certifications
- Advancement Opportunities
- State-of-the-Art Equipment and Technology
- Consistent, steady work year-round
- Vacation (PTO)
- Holiday Pay
- Life Insurance
- Retirement
- Employee Discount
- Additional miscellaneous benefits