



Customer Service Representative

RT Hood and Duct Services is looking for a dynamic **Customer Service Representative** to join our Sales team in an entry-level position.

Your Mission:

As a **Customer Service Representative**, you will be directly responsible for engaging existing customers and providing exceptional services to ensure customer compliance and community safety. Success in this role is measured by achieving customer retention goals in a competitive yet collaborative environment.

What You'll Be Doing:

- Working with scheduling and staff supervisors, ensure a service schedule that meets customer and compliance requirements.
- Diligently handle incoming calls -- understand the customer's needs, overcome objections, and eliminate any issues. Elevate only as needed.
- Maintain and manage a portfolio recurring revenue.
- Become an expert in the Restaurant exhaust system and compliance landscape.

What We're Looking for In You:

- **Professionalism:** Your attitude and mannerism on the phone represent RT Hood to our customers in the most positive way.
- **Adaptability:** Able to produce significant output while improving the systems and methods around you. You thrive in a fast-paced environment.
- **Persistence:** Demonstrates tenacity and willingness to go the distance to get something done.
- **Teamwork:** You like to win, but you're not going to do it at your team members' expense. You're energetic, positive, and collaborative.
- **Proactivity:** Brings new ideas to the table. "How can I make things better for our customers?"

What You Should Have:

- Previous experience providing customer care or working in the Restaurant or Hospitality field.
- Willing and comfortable working in a 100% telephone environment.
- History of creating long term relationships with customers.
- Has a desire to grow personally and professionally.
- Strong passion for customer service.

About Us:

R&T Hood and Duct Services, Inc. is a leader in the industry for providing fire protection services to the greater Seattle area for over 30 years. R&T Hood and Duct is based in Seattle, WA and has an excellent team of 40+ employees that are responsible for the installation and inspection of kitchen fire suppression systems, fire extinguishers and kitchen hood/duct systems. Our combination of technical expertise and commitment to customer service remains unmatched in the industry. To learn more, go to <http://rthood.com/>

Amazing Benefits

R&T Hood and Duct Services, Inc. offers a generous benefits package including paid time off, advancement opportunities, medical, dental, 401K match, tuition reimbursement, employee referral bonuses, volunteer paid time off. If you would like to join our growing team, please apply today!

How to Apply:

Email employment@rthood.com