

Customer Service Specialist / Recruiter

R&T Hood and Duct Services is looking for an ambitious **Customer Service Specialist / Recruiter** to provide scheduling, logistics, recruiting and customer service support. The ideal candidate will be diligent and hungry to improve in their role and take initiative to make real, positive change in the company. Proficient customer services and computer skills are essential. This position is in Georgetown.

For over twenty years, R&T Hood and Duct Services has developed a reputation for quality and reliability for the hood cleaning needs of our customers in the Puget Sound area. Operations are conducted with the highest degree of integrity, standards, and professionalism. If you are organized, proactive and detail oriented – we want to hear from you!

Key Responsibilities of the Customer Service Specialist / Recruiter:

Customer Service

- Schedule appointments in a fast-paced setting
- Review daily schedules to ensure optimal routes and accuracy
- Send monthly reminders to customers regarding upcoming due dates
- Proactively reach out to customer with services that are due
- Answer multiple phone lines
- Assist managing an email inbox for scheduling opportunities
- Special projects as needed

Recruiter

- Design and lead long-term sourcing and networking initiatives to attract candidates.
- Execute recruitment plan by sourcing and recruiting from a variety of sources. Use “high-touch” customer service recruitment strategies to recruit hood cleaners.
- Maintain a pipeline full of potential candidates.
- Conduct initial phone screening to qualify candidates.
- Coordinate other recruiting activities as needed.
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What the Successful Candidate will have:

- 1+ years of customer service experience.
- Recruiting experience is a plus.
- Strong documentation skills.
- Excellent organizational skills and strong attention to detail.
- Proactive and independent with the ability to take initiative and multi-task.
- Excellent time management skills with ability to meet deadlines and follow through.
- Ability to work with a team focus.
- Customer service oriented.
- Comfortable with Microsoft Suites and Google platforms

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, and volunteer paid time off.

R&T Hood and Duct Services has partnered with All Things HR, an external HR Consulting Company, to assist with their hiring process. If you would like to be a part of this dynamic company, submit your resume.