

Paragon Customer Service Representative

Paragon is seeking candidates for the position of Customer Service Representative. Qualified candidates will provide quality service to customers to ensure their continued interest in using Paragon services

RESPONSIBILITIES & ESSENTIAL FUNCTIONS:

- Educate customers on capabilities and services provided by Paragon
- Create and maintain positive relationships with customers
- Obtain accurate job specifications from customers
- Complete work orders completely
- Pick up jobs from clients
- Deliver finished jobs with invoices to clients
- Deliver perks to clients and prospects
- Properly assess and price jobs
- Complete work orders
- Quality checking on all completed jobs.
- May be required to work additional hours beyond normal schedule to meet customer deadlines, which may include evenings, weekends and/or holidays
- Assist in other areas as required

REQUIRED CHARACTERISTICS:

- Comprehensive knowledge of the English language, including verbal and written forms
- Effective analytical and problem solving skills
- Ability to be personable, articulate, knowledgeable and professional in presenting self to clients
- Ability to learn skills quickly
- Excellent communication and organizational skills
- Flexibility in dealing with simultaneous projects
- Attention to detail
- Must be able to lift and/or carry or otherwise move packages on a standard wheeled cart with a load capacity of 100lb.

REQUIRED CREDENTIALS:

- High School Diploma or equivalent.
- Driving license and proof of adequate insurance.
- Some college or sales experience preferred.
- 1-3 years experience in a service environment