

WE'RE HIRING



JOIN THE GARDEN CITY TEAM!

Since 1985, we have been proudly serving homeowners and businesses in Western Montana. Attracting the best talent to Garden City Plumbing & Heating is a priority for us to serve our clients, to achieve our company goals, and to continue the legacy of quality our customers have come to expect. If you are looking to be challenged, to grow professionally, and to work for a company that appreciates what you bring to the team, then we would love to meet you!

Customer Service Representative

Take your career to the next level, as a Customer Service Representative at Garden City Plumbing & Heating!

In exchange for your experience and professionalism, we will provide you with:

- Great pay!
- 401K with company match
- Company Paid Life Insurance
- Medical, dental, vision, supplemental life, and disability insurance options
- HSA with company match
- Paid Holidays
- PTO
- Work with a team that puts employee and customer satisfaction first

Requirements:

- Friendliness: communicate warmth and empathy, both verbally and in writing.
- Self Confidence: quickly assess a customer's request and suggest the appropriate action.
- Curiosity: eager to understand more and grow your career in our industry and company.
- Articulate Brevity: succinctly and effectively answer customer questions.
- Resiliency: react calmly, remain patient, roll with any complaints, respond professionally.
- Pre-employment drug test & background check
- Proficiency: Microsoft Office.

Interested in learning more? Apply Today!
www.gardencityplumbing.com/careers

"Your talents are unique. At Garden City, our goal is to provide you with the opportunity and resources to utilize your gifts and maximize your potential."

-Bill Schaff, President

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Responsibilities include:

- Answering inbound calls and making outbound calls to customers.
- Setting appointments for field service personnel. Matching the appropriate field service rep with the job required.
- Keeping customers informed of the status of their job.
- Entering post-job information from field service reps for billing.
- Follow up satisfaction calls to customers.
- After 6-months, enter the on-call rotation

