Customer Service Representative

Company Overview

Culligan of Green Bay is a third-generation, family-owned Culligan franchise that has served the Green Bay community for over 65 years. We're looking for a motivated, customer-focused Customer Service Representative to join our team.

In this office-based role, you'll help keep customers informed and our sales, service, and route delivery teams connected. Your communication and organizational skills will help ensure customer needs are addressed and day-to-day work runs smoothly.

Position Overview

As a Customer Service Representative, you will be a primary customer contact and support our sales, service, and route delivery teams. In this front-line office role, you will help deliver an exceptional customer experience by communicating with customers, managing leads, supporting accounts, coordinating schedules, and providing administrative assistance.

The ideal candidate is organized, detail-oriented, and capable of managing multiple priorities in a fast-paced environment. Success in this role requires strong communication skills, a customer-first mindset, and the ability to collaborate effectively across departments to support business growth and operational excellence.

What We Offer

- Full-time employment
- Monday-Friday work schedule
- Competitive pay
- Paid time off and holidays
- 401K Matching
- Health, dental, and vision benefits
- Opportunities for advancement and career growth

Key Responsibilities

- Assist the sales team with lead management, customer follow-up, and appointment coordination.

- Prepare proposals, service agreements, quotations, and related customer documentation.
- Support account management activities and assist with customer retention efforts.
- Serve as a primary point of contact for customer inquiries via phone, email, and in-person interactions.
- Deliver exceptional customer service by resolving issues promptly and professionally.
- Schedule service appointments and coordinate customer requests
- Maintain accurate customer records and documentation within company systems.
- Build and maintain positive relationships with residential and commercial customers.
- Support the service and route delivery teams with scheduling coordination
- Assist with processing paperwork, data entry, reporting, and other office functions.
- Coordinate communication between customers and internal departments
- Support special projects and departmental initiatives as assigned.
- Contribute to maintaining organized office processes and procedures.

Qualifications

- High school diploma or equivalent.
- Minimum of 2 years of customer service, administrative, office support, or related experience.
- Strong verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Proficiency with Microsoft Office applications, including Outlook, Word, and Excel.
- Ability to prioritize tasks and manage multiple responsibilities simultaneously.
- Professional demeanor and commitment to providing exceptional customer service.
- Experience in a service-based industry, customer support, sales support, or office administration.
- Experience with CRM, scheduling, or business management software.
- Familiarity with water treatment, home services, or related industries is a plus.
- Prior experience supporting multiple departments within an organization.

Performance Expectations

- Deliver a positive, professional customer experience every time.
- Maintain high accurate in customer records, scheduling, and administrative tasks.
- Timely follow-up, proposal preparation, and customer communication for the sales team
- Efficient scheduling of appointments and deliveries for thew service and route teams.
- Demonstrate strong teamwork and collaboration across all departments.
- Meet established performance goals related to customer satisfaction, responsiveness, accuracy, and productivity.
- Contribute to a positive workplace culture while embodying Culligan's commitment to service excellence.