



Opportunity Profile

Client Care Specialist

Our Mission

To be all in for our team clients and agents.

Our Vision

To be the Premier Real Estate Services company in DC, Maryland, and Virginia.

Our Values

We strive to accomplish our vision through our mission because we know that opportunity gives life purpose and super experiences make life worth living!

Our Culture

Being the best version of you is hard, we will expect you to give 100%. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

Our Company Expectations

- Show up on time.
- Show up ready to work.
- Focus on the client experience.
- Be kind to all. (Kill them with kindness)
- Be effective. Not perfect.
- Take time to refresh and relax.
- Respect your coworkers & be part of the team.
- Strive to be physically & mentally fit.
- Have emotional stability.
- Set personal & professional goals.
- Dress appropriately.
- Persevere when difficulty arises.

Our Principles

- Yes Mindset
- No Excuses
- No Regrets
- Take Responsibility
- Have Accountability
- Make the Decision

Position Overview

Your role as a Client Care Specialist is to be part of a team that is devoted to giving our internal and external clients outstanding customer service through genuine personal warmth, an optimistic attitude, team orientation, empathic skill, and conscientiousness. We act as the glue for the entire company by communicating with internal divisions to ensure we are doing all we can to meet company goals.

Primary Responsibilities

- **Effective and Quick Communication:** respond to all inbound correspondence (phone calls, emails text, etc) in a timely manner ready to assist clients.
- **Customer Service:** Deliver exceptional customer service by using listening skills, empathy and positivity.
- **Empathy and Understanding:** Display empathy and patience towards customers' frustrations, demonstrating an understanding of their emotions and experiences. Offer personalized solutions that meet their needs while adhering to company policies.
- **Documentation:** maintain detailed notes on orders taken for clients. Daily follow up of orders.
- **Continuous Improvement:** Proactively identify opportunities to enhance the customer service experience. Contribute to refining policies and procedures to better the client process.
- **Product Knowledge:** Develop a comprehensive understanding of the company's products, services, policies, and procedures to accurately address customer concerns and provide relevant solutions.
- **Team Collaboration:** Collaborate with team to provide solutions for improving the customer service experience and keep constant communication with team on matters that effect the team.

Qualifications

- **Customer-Centric Mindset:** Genuine commitment to delivering exceptional customer experiences and resolving complaints effectively.
- **Empathy and Patience:** Strong ability to understand customers' perspectives and exhibit patience and empathy during challenging interactions.
- **Problem-Solving Skills:** Demonstrated analytical and critical-thinking skills to assess complex situations and find practical solutions.
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to convey information clearly, concisely, and professionally.
- **Conflict Resolution:** Proven ability to manage conflicts and difficult conversations, turning them into opportunities for positive outcomes.
- **Attention to Detail:** Keen attention to detail to accurately document interactions, complaints, and resolutions.
- **Adaptability:** Ability to work in a fast-paced environment, adapt to changing circumstances, and learn quickly.
- **Team Player:** Strong collaboration skills to work effectively with cross-functional teams and contribute to a positive team environment.
- **Experience:** Previous experience in customer service role is preferred.
- **Technology Proficiency:** Comfortable using customer service software, CRMs, Microsoft Products, and various communication tools.
- **Education:** A high school diploma or equivalent is required; additional education or relevant certifications are a plus.

Key Skills

- Strong attention to detail.
- Strong verbal communication skills.
- Exceptional organizational skills.
- Customer service focused.
- Ability to actively listen.
- Ability to interpret and analyze data.
- Concern about doing things the “right way”.

Compensation and Benefits

- \$18-\$20 per hour
- Medical, Dental and Vision Insurance
- 401(k)
- Life Insurance
- Employee discount
- Flexible work schedule
- Hybrid work style

Why Join Us:

Join All In One, which values your customer service skills and believes in delivering outstanding service. As a Client Care Specialist, you'll have the opportunity to make a meaningful impact on customer satisfaction and contribute to our company's growth and success.

If you're passionate about serving others, giving them a top-notch level of customer service is our goal and we want it to be yours as well. We encourage you to apply and become a vital part of our customer-focused team.

To apply, please submit your resume and complete our application by visiting <https://superteamservices.com/all-in-one-home-inspections/careers/>