

615 Graham Street Harrisburg, PA 17110

717-255-0056

[www.arkoflooring.com](http://www.arkoflooring.com)

**Job Title:** Customer Service/Administrative Assistant

**Department:** Residential

**Supervisor:** Division Manager

**Work Location:** At our Harrisburg, PA facility only

**Duties and Responsibilities:**

- High-volume inbound and outbound calling to schedule appointments, confirm job site conditions and labor to be performed, and answering installation process questions
- Reviewing and verifying purchase orders to ensure accuracy, per specifications; updating or requesting additional purchase orders, as needed
- Receiving calls from installation teams to “land” them when they arrive at customer’s residence
- Completing courtesy calls and follow-ups with customers to verify the successful completion of the installation
- Conferring with management, when needed, to resolve project issues and ensure customer satisfaction
- Notifying Installation Manager of problems regarding Installer attitudes, actions, or sub-standard work-product
- Performing other duties as assigned by management.

**Qualifications:**

- Excellent verbal and written communication skills
- Top-notch organizational skills
- Ability to prioritize tasks and maintain superb attention to detail
- Strong interpersonal skills and the ability to diffuse tense situations
- Excellent time management skills with a proven ability to meet deadlines
- Computer skills required: (Microsoft Office and working knowledge of, or willingness to learn, THD platforms HDConnect and I2G, )
- Ability to function well in a high-paced environment

**Supervisory Responsibilities:** This position requires no supervisory responsibilities.

**Pay:** This is a non-exempt position with an hourly rate of \$15.00-\$17.00 per hour

**Schedule:** 7:00 AM – 4:00 PM Monday-Friday

**Job Type:** Full-time