



Matrix Roof & Home seeks a self-motivated, high-energy, results focused individual to join our **Client Experience Team**.

Summary: A **Client Experience Representative** is the first point of contact for our inbound client requests. This position is a direct representation of the Matrix Roof & Home brand. You will have the rewarding job of creating exceptional client experiences; ensure information is accurate and efficient by following the company's proven processes; and operate with empathy and integrity.

Successful candidates must be professional, detailed oriented, excellent communicator, open to learning new tasks, and contribute to a team that delivers an outstanding client experience.

About This Company: Matrix Roof & Home was founded in 2007 in Vancouver, WA. Our privately owned company has grown due to our commitment to our customers, employee family, safety, and community. Matrix Roof & Home is a woman owned General Contractor business. The company is well diversified, with a focus on roofing, handyman services, and water restoration in Washington and Oregon.

Matrix Roof & Home delivers the highest level of customer service to every client. We build creative solutions and value long-term relationships. We continually maintain our reputation for integrity, fairness, dependability, and quality above and beyond industry standards. Matrix Roof & Home is a great place to work! Check out www.matrixroof.com for more information.

PRIMARY RESPONSIBILITIES

- Respond to customer inquiries with timely and accurate information.
- Utilize company resources and tools to accurately respond and document customer inquiries.
- Contribute to the Company vision as the established leading expert in our industry by consistently providing an exceptional client experience.
- Demonstrate a passion for the company core values: Trustworthy, Experienced, Authentic.
- Successful completion of company training program, including demonstrating on phone proficiency, software programs, and passing required knowledge checks.
- Understand and strive to meet or exceed daily productivity goals while providing excellent and consistent customer service.
- Collaborate with other company departments to confirm communication is strong inside and outside of the organization.
- Respond and process client requests through a variety of communication tools.
- Actively and consistently support all efforts to simplify and enhance the customer and employee experience.
- Reliable attendance in accordance with company attendance guidelines.
- No day is the same. May perform other duties as assigned.



MINIMUM QUALIFICATIONS

- High School diploma – Associates degree a preferred.
- 3+ years of customer service experience. Call center and/or construction services background a plus.
- Ability to follow instructions, company processes and procedures, and collaborate in supporting an outstanding client experience.
- Excellent communication skills. Ability to work in a fast pace environment with a variety of communication tools and personalities.
- Demonstrated knowledge in MS Office products, CRM's, and a variety of software applications.
- Coachability – willingness to learn and contribute to the Matrix TEAM.
- Willing to work remotely as well as an in-office environment.
- Must maintain a reliable internet at your home office.
- Reliable transportation to and from work.
- Possession of a valid Social Security card and a valid US ID (State Driver's license preferred)

PHYSICAL QUALIFICATIONS

- Able to comfortably lift 25lbs or more.
- Ability to sit for extended periods of time.
- No physical limitations for bending or reaching from desk.

Pay Range: \$17 - \$19 DOE

How to apply: Call 360-474-5828 or email info@matrixroof.com and request an application.