



### **Customer Experience Specialist – Full time**

As a Customer Experience Specialist, you will play an integral role in the office performance and organizational strength of Cline Fire.

#### Specific Responsibilities:

- Answer incoming phone calls and provide pleasant and helpful customer service
- Review and enter data pulled from paperwork (work orders and inspection reports) processed by Office Coordinators into company software, ensuring accuracy
- Submit required reports to the appropriate AHJs (authorities having jurisdiction)
- Using data from field technician paperwork, enter newly installed/inspected fire protection systems into company software for tracking warranty dates and preparing inspection reports
- Conduct clerical duties, including, but not limited to, filing, responding to emails, and preparing and/or retrieving documents
- Other duties and responsibilities as assigned

#### Position Requirements:

- Attention to detail
- Effective written and verbal communication skills
- Strong computer technology capabilities
- Ability to work accurately and efficiently in a position with varying day-to-day demands
- Well-developed organizational and prioritization skills
- High school diploma or equivalent
- Ability to pass a drug test and background check

#### Compensation:

Compensation will be based on an hourly wage for actual time worked with an hour unpaid lunch. Pay for wages and benefits will be issued fortnightly through company payroll. This position is eligible for PTO and holiday pay in accordance with Cline Fire's policies and the health insurance and company-matched retirement plan offered by Cline Fire, but no additional benefits or compensations, whether directly stated or implied.

Cline Fire, LLC is an equal employment opportunity employer.