Customer Service Specialist/Management (Phoenix)
2210 W. Desert Cove Avenue near 19th Avenue and Peoria

**Compensation:** $15-$20/hour DOE  
**Employment type:** Full-Time

Goodman's Landscape Maintenance, LLC, a full-service landscaping company in business for over 35 years is looking for a highly motivated, dedicated professional to join our team.

PLEASE RESPOND ONLY IF YOU MEET THE MINIMUM REQUIREMENTS. PLEASE be sure your resume contains an email address, phone number, best day and time to reach you. WE ARE STARTING INTERVIEWS TODAY!

POSITION OVERVIEW: Our next Customer Service Representative will be responsible for supporting customers while working alongside the Owner, office staff, supervisors/salespeople and crews. Our office is fast-paced and busy so we need someone who can work well under pressure and who is willing to jump in and help wherever needed.

OUR IDEAL CANDIDATE will be professional, highly self-motivated, critical thinker and note-taker, with strong Customer Service skills. This candidate knows the value of listening to our customers' needs and documenting detailed instructions, knows the value of spending the extra time to help resolve any customer issues as well as double check their work for accuracy. This candidate must be dependable and consistent, willing to learn, take initiative, and not easily overwhelmed.

MUST-HAVE REQUIREMENTS:
- Must have 3 years or more Customer Service experience  
- Must have 1 year experience answering a multi-line phone system efficiently  
- Ability to communicate clearly and professionally  
- Must be detail-oriented and experienced with data entry, data collection and analysis  
- Experienced MS Office user  
- Must be Proficient with Word, Excel, Outlook - testing required  
- Experience with Outlook Email and Calendar is a must
Typing speed of 45WPM or higher - testing required
- Ability to precisely follow written and verbal directions is a must
- Excellent verbal and written communication skills and critical thinking skills needed
- Highly organized, detail-oriented, and willing to learn new tasks
- Must be able to multi-task and prioritize effectively

EXPERIENCE IN THE FOLLOWING AREAS A PLUS:
- Knowledge of landscaping and yard maintenance, including familiarity with native desert plants and trees
- Previous dispatching experience
- Service Industry Software experience a big plus (Service Autopilot)
- Knowledge of the major cross streets of the Valley

COMPENSATION: Full-time position, $15-$18 DOE with potential for increase dependent upon experience and skill set.

Goodman's Landscape Maintenance, LLC is an Equal Opportunity Employer that offers medical benefits 60 days following the 1st of the month. Additional benefits after 1 year. Must be able to pass background check. References will be verified.

Hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. occasional Saturdays

PLEASE E-MAIL or fax your cover letter, wage history, and references with your resume, fax #602-861-3144. Our application can be downloaded at www.goodmanslandscape.com.