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FOR IMMEDIATE POSTING

May 6, 2019

Position Posting: CUSTOMER CARE SPECIALIST

PERMA-DRY® is proud to be a Canadian leader in concrete waterproofing, water control and structural foundation repairs with 12 locations throughout the Maritimes.

The **PERMA-DRY®** concept is simple: provide our customers peace of mind with exceptional customer experiences and the finest waterproofing and water control services available. Guaranteed for as long as they own their home!

Our Mission is: "To provide our customers with exceptional waterproofing and water control solutions and experiences that create raving fans of **PERMA-DRY®**."

Our Vision is: "To be Canada's most recognised waterproofing brand by the end of this decade"

Our Core Values are:

- Respect
- Integrity
- Customer Focus
- Having Fun

PERMA-DRY® is looking for an energetic, conscientious and detail oriented individual who enjoys making a difference and takes pride in their career to work in our fast paced office as a:

OFFICE ADMINISTRATOR & CUSTOMER CARE SPECIALIST

JOB DESCRIPTION/RESPONSIBILITIES:

- Provide an exceptional customer experience ensuring **VERY** satisfied customers.
- Answer inbound customer calls and email.
- Accurately gather and enter customer information and data into **PERMA-DRY** Customer Management System.
- Liaise between customer and our waterproofing consultants and technicians.
- Schedule customer in-home consultations and repairs.
- Ability to juggle multiple projects with superb accuracy.
- Manage all administrative duties.
- Accounting clerk duties (entering invoices, expenses, etc.)
- Strong administrative skills.
- Exceptional customer service skills, over the phone and in person with our franchisees and customers.
- Strong sense of urgency and problem solving skills.
- Tracking of customer appointments to ensure the on-time arrival of consultants and crews, via email, phone and internet.
- Timely follow-up of appointments.
- Data entry and file maintenance (new item set-ups, PO tracking comments, and more as needed).
- Provide additional administrative support as requested.

- Reviewing/answering emails
- Special Projects as assigned.

REQUIREMENTS/QUALIFICATIONS:

- High School Diploma
- Proficient with computers and telephone systems
- Proficient in MS Office suite, GSuite, Email, Internet
- The ability to manage multiple staff and work on multiple projects simultaneously.
- Requires strong communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to work with confidential documents.
- Ability to manage multiple tasks and achieve deadlines under pressure.

We offer attractive, competitive compensation and benefits.

Due to the anticipated volume of responses, we will contact only those candidates who most closely match our requirements. Only local candidates will be considered.

Please send resume and salary requirement by email to: **careers@permadry.com**