##### Customer Service Representative Commerce Township, MI | Full-Time

**Description:**

Professional Retail Outlet Services, LLC is a facilities management company servicing national clients that prides itself on the highest level of facility services. PROS incorporates a team approach to servicing the unique needs of its clients and the qualified candidate will work well in the team setting.

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PROS is looking for Customer Service Representatives for a fast-paced office that handles facility maintenance work for international retail stores. You must be organized, computer literate, able to multi-task, prioritize work flow and have a sense of urgency.

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**Responsibilities:**

* Respond to external and internal email requests for service to our clients
* Locate and retain technicians to perform services
* Communicate directly with customers to manage and update job status
* Manage multiple jobs and customers while prioritizing jobs based upon need of client

**Qualifications:**

* Excellent communication skills
* A warm, approachable manner
* Good basic computer skills and knowledge of all Microsoft Office programs
* Previous customer service experience a plus
* Must have strong organizational skills, the ability to multi-task, and prioritize work flow as needed
* Must have the ability to manage stressful situations while maintain great customer service skills

**Education and Experience:**

* High School Diploma or equivalent required
* Two years experience using accounting software
* Experience with QuickBooks preferred

**Additional Requirements:**

* Proficient with computers, including Microsoft Office Suite
* General understanding of facilities management
* Resilient attitude toward achieving goals
* Strong ability to adjust to change and work requirements
* Self-motivated with the ability to work independently
* Ability to multi-task, prioritize assignments and meet deadlines
* Excellent written, interpersonal, and group communication skills, both over the phone and in person.
* Adhere to the policies and procedures outlined in the employee policy manual and any applicable contracts, signed agreements, and work rules.

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**Salary:**

* **$19.00 - $20.00 per hour**
* **Competitive pay based on experience**
* **Full time position (M-F) with opportunity for overtime pay after 90 days of employment**

**Benefits:**

* 401(k)
* 401(k) matching
* Dental insurance
* Health insurance
* Paid time off
* Vision insurance

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**Schedule:**

* 8-hour shift
* Day shift
* Monday to Friday