POSITION DESCRIPTION
Customer Service Manager

DAILY

- Confirmation Calls for next day jobs (on Friday, make calls for Monday jobs).
- Follow up on PQ's done yesterday that have not booked. Enter PQ details into Softserve.
- Quality Check calls two days after each job is completed. Offer the VIP program on all carpet cleaning jobs (only being done on new clients).
- Print and mail 'Thank You' letters to completed jobs (not to PQ's).
- Answer Sales call (4th ring) and take messages, as needed. If it's a repeat customer and no Inside Salespersons are available, schedule job.

WEEKLY

- Follow-up on all PQ's done 1 week ago (not being done at this time).
- 2.5% bonus on any job that gets booked during a call back follow up (Price Quote person will get the other 2.5%).
    - jobs must be booked during a follow up call. If you get the clients voice mail and leave a message, the client must call back within 72 hours to qualify for the 2.5% bonus. On subsequent follow up calls, the 72 hours rule will also apply.
    - client that calls to book, with no previous follow up from the sales representative, will not count towards qualifying for the 2.5% booking.

AS NEEDED

- Residential client reminder calls (Bea will be doing 11 month calls).
- VIP client reminder calls at 6 and 12-month intervals. Contact all pre-pay expirations and offer them renewal.
- Call Marblelife leads using 'Marblelife Leads Script'. (not doing at this time).

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