

REMOTE SERVICE **RESOLUTION CSR**

Not all heroes wear capes. Some wear headsets.



At Terminix Nation, our Customer Service Representatives (CSRs) are a crucial connection between our customers and the company. To our customers, you are Terminix. And it doesn't matter to them (or us) that you're working from your living room (as long as you've got good internet and suitable space).

Our CSRs go above and beyond, the extra mile, and lots of other clichés, to ensure customers get the service they deserve. CSRs build relationships, and relationships are what our business is based on. On our end, we make sure our CSRs get the rewards they deserve: a competitive salary and benefits — including medical, dental, vision, tuition reimbursement, and a 401(k) with company match, to name a few. There are also opportunities to get trained, gain new skills, and build an awesome career.

As a Remote Service Resolution CSR, here's what you can expect:

- **You'll have the flexibility — and the responsibility — of working from home.** That's right. No cubicle farms for us. We trust our teammates and know that you are a self-starter who will do a great job without being micro-managed.
- **You'll get rewarded with competitive pay and robust benefits to cover you and your family.** As a teammate, you'll be eligible for a 401(k) with company match, company-paid life insurance, tuition reimbursement, and a generous student loan repayment program. You put in the work, and you'll reap the rewards.
- **You'll be part of a great community** (in-person and virtual). Our bonds are strong at Terminix Nation, and the relationships we develop in the communities we serve are unparalleled. Our teammates give back through volunteering, donations, scholarships, and more.

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What your days will look like

- Once you've poured your coffee, you'll begin your day of placing and receiving calls with customers: basic and routine calls about customer accounts and scheduling, but also inquiries about services and problems that need solving.
- You'll ensure that everyone you talk to has the best possible experience — whether they're calling about pricing or the reappearance of pests.
- To keep your information organized and accessible, you'll use a company-provided computerized system to track and gather information and troubleshoot.
- After a coffee refill, you'll communicate with your teammates back at the branch to resolve any service or scheduling issues. You'll coordinate with the folks you need to in order to get the job done for your customer.
- There's an opportunity to grow into a role you're passionate about and fits your skillset — whether that's management or another opportunity at Terminix.

Some non-negotiables

There are some things you'll just need to have or know to join Terminix Nation as a CSR.

- **A high school education or GED.**
- **Super strong communication skills.** You've got to be friendly and handle stress well. You've got to be a good listener and a great problem solver. You've got to treat customers as friends you're looking out for.
- **Good time management.** You've got to be on time and reliable for all of your scheduled shifts. You've got to be able to work in a fast-paced environment. You also need to be able to be flexible with your schedule, sometimes working weekends or holidays.
- **You've got to be set up to work from home.** You don't need a full-on private office suite, but you do need broadband internet and some private workspace for getting the job done at home efficiently and without interruptions.

Some nice-to-haves

- We'd be really excited if you had a year or two of clerical or customer service experience.
- Proficiency with Microsoft Word, Excel, and Windows would be helpful.
- If you can type 25 words per minute or more – great!

Straight talk about the physical demands of our work

Listen, you're not going to be crawling under houses as part of your CSR role, but there are some physical demands that are essential for this role. Of course, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- **You've got to be able to move up to 10 lbs. regularly and 11–20 lbs. frequently**, whether that's lifting, carrying, pushing, pulling, or otherwise repositioning objects.
- **You've got to be okay sitting for long periods of time** while using office equipment such as computers and phones. You've got to be able to move hands, wrists, and fingers for typing and other office functions.
- **Your speech needs to be clear** and such that you can freely exchange ideas verbally at appropriate volumes and, similarly, you've got to be able to hear others speaking to you at usual, appropriate levels.
- **You've got to have the vision to do detail-oriented activities** with skill, control, and accuracy, such as analyzing data, viewing computer screens, or reading.



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California residents, click here to review your privacy rights: <https://tingurl.com/CA-Notice>.