



Customer Experience Agent Job Posting

Date: 7/2021

Location: San Diego County

POSITION SUMMARY:

As a Customer Experience Agent you will be a part of an energetic team that gets true enjoyment out of engaging with people. The ideal candidate for this role enjoys having fun at work, helping others, and has natural creative instincts that drive their decision making. Being able to think on your feet, make people feel at ease, and quickly resolve problems are key attributes we are looking for. The Customer Experience Agent handles all member and customer inquiries via phone, chat, social media and email. They process memberships, sales, up-selling and promote member retention. This is a challenging role with growth opportunity, and it an excellent place to start with a growing company.

WHY SOAPY JOE'S?

We're not just a car wash, we're driven to clean cars, protect the environment and shine in our communities. We are invested in creating opportunities, inspiring development, and bringing dynamic servant-leaders into our company that will take care of our team and our members. If you love to win, care about people, and you're not afraid to roll up your sleeves and get to work, you will be in great company with us. Culture is vital to our success and we are looking for new team members that connect to our values and want to see our culture thrive.

Our core values are:

- **Build community:** we love our neighbors and create an atmosphere where everyone is welcome
- **Lead with heart:** we create trust and respect through listening, positive words and actions
- **Create fans:** we impress customers with a great experience defined by positivity and helpfulness
- **Do the right thing:** we operate with honesty and integrity – even when no one's looking
- **Be proud:** we're proud of our quality services and clean sites, but most of all, we're proud of our team
- **Have fun:** we believe creative solutions and genuine connections happen when you're having fun
- **Keep learning:** we take learning as seriously as we take having fun, which means we do it all the time!

If these values resonate with you and you would like to be a part of this team keep reading!

Apply Online Now to Join Our Team! <https://soapyjoescarwash.com/careers/>
Equal Opportunity Employer (EOE)

WHAT YOU'LL DO:

- Ensure all member and customer interactions via phone, chat, email, social and review platforms are addressed with professional and courteous interactions.
- Update member accounts, billing, and credit information using a customer management system for ticket tracking, and databases, POS and/or CRM system for transactions.
- Manage multiple simultaneous customer sessions in a high-volume call center environment.
- Conduct outbound calls for cross-sell, up-sell, win-back and other assigned tasks.
- Ensure all membership account actions are processed in a timely matter.
- Consistently and accurately track daily tasks and customer dispositions in designated systems.
- Maintain strict adherence to all processes and procedures.
- Compose email replies to unique customer scenarios demonstrating excellent communication skills, ensuring spelling, grammar and punctuation are accurate.
- Contribute to member experience, referral and loyalty programs in coordination with Marketing and Field Operations teams.
- Overcome objections relating to billing, claims or other sensitive account concerns.
- Provide answers to membership questions demonstrating superb understanding of the product portfolio and promotions.
- Explain complex billing scenarios to a variety of audiences
- Contribute to building of Customer Experience scripts, macros and training as assigned.
- Escalate customer issues to management and provide value by trend-spotting issues or customer needs as they arise.
- Participate in focus groups to share “voice of customer” needs and points of view

WHAT YOU'LL NEED:

- Associates degree or higher in Business and/or Marketing preferred
- 2+ years customer service experience in a call center
- 2+ years experience working in a CRM database (Zendesk, Dialpad, Microsoft Dynamics, Sugar, Hubspot or similar)
- Social media expertise
- Excellent communication skills
- Desire to have fun and make people laugh and smile
- Proven ability to resolve customer complaints with positive outcomes
- Ability to work a flexible schedule that may include nights/weekends on occasion
- Ability to work effectively in a remote capacity
- Spanish / English fluency highly preferred

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