

## **Who we are**

Since 1954 Warning Lites of Minnesota has been a leading traffic control service in the Twin Cities and outstate area contributing to the safety of the driving public with pavement marking, signage, and traffic control services. We take pride in offering unsurpassed customer service. We currently have an opening for an **experienced Customer Support Specialist**. We are looking for someone that embodies our values of: Dependable, Professional, Problem-Solver, Pride, and Humble.

We have a casual but supportive work environment and offer competitive compensation and benefits. Perks offered by WL:

- Health (two plan options), dental, and vision benefits
- HSA with company contribution
- Life, AD&D, short and long term disability insurance
- Paid time off benefits: Vacation and sick time, 11 holidays
- 401(k) with a company match
- Free services such as: Will preparation, health care directive, Employee Assistance P (EAP), identity theft protection and travel assistance
- Year-end company bonus (discretionary)

Let us be the best place you'll ever work.

## **What we are looking for**

The organized and energetic candidate delights internal and external customers with a service mindset, can-do attitude and caring heart; delivering a seamless and memorable experience during every interaction. You set others at ease and build rapport easily on the phone. You listen carefully to understand what someone is really saying. You know how to ask clarifying questions for better understanding and you do it in a conversational way that makes it easy for them. You're resourceful and know how to pull together just the right solution from your toolkit. Making customers happy is a source of great personal satisfaction.

## **What you'll do:**

- Warmly welcomes in-shop customers while applying a customer driven approach when handling incoming calls, emails and faxes for service, pricing, and cash sales ensuring consistent, high quality follow-up.
- Listen intently to the customer, going beyond what they say in order to provide what customers really need as well as feedback internally to our field team.
- Work collaboratively with the field service team to ensure prompt, quality service.
- Responsible for accurate data entry and documentation of all calls and work to be performed; create orders; audit orders for accuracy and compliance with applicable contract provisions, regulations, policies and procedures; uses mapping software to determine what set-up and equipment is required; forwards order to dispatch.
- Prepare paperwork and files to ensure proper processing and delivery of materials.
- Communicate and assist in management of project schedules with Customers (verifying project completion, adjusting timelines and pricing if necessary), and internal and external traffic control resources ensuring customer focused proactive engagement is maintained by all and customer issues are resolved quickly.
- Act as gatekeeper for all project documentation from incoming call/quote to contract to change orders to invoicing is complete, accurate, consistent and follows company processes.

- Assist with billing; invoice work orders on a weekly and monthly basis (via email and US Mail); payment processing; processing credit memos and rebills.
- Ensure correct and timely closure and completion of all work orders; files invoices/tickets.

**We want you to join the Warning Lites team if you can say yes to the following:**

- High school diploma or GED.
- 2+ years' experience in customer service or hospitality in people facing industries.
- Able to work 8:30am-5:00pm with willingness to start as early as 7am on occasion.
- Thrive in a fast moving environment being effective and efficient.
- Someone with the capacity to work with all types of people (content, confused, and/or cranky) and can always maintain a high level of professionalism.
- You're warm, positive, have a sense of humor and have the ability to interact knowledgeably and diplomatically - because of this, people love working with you!
- Technology is your friend, not your foe, and you harness it to streamline your work. You are proficient with Microsoft Office and have familiarity with mapping programs and have the ability to learn and effectively use and generate reports from industry related software.

We will teach you the industry but your unwavering dedication to customers and colleagues comes naturally.

**Sound like you?**

Please submit your resume along with your compensation requirements and tell us why you are just what we need. We won't be able to individually respond to all applicants, but if we feel you're a strong match, we will do our best to be in touch within the next three business days. Thanks and we look forward to hearing from you!

**Qualified candidates who are given a conditional job offer must pass a pre-employment substance abuse test and criminal background check.**

Warning Lites is an EOE/Affirmative Action/M/F/Veteran/Disabled employer; participates in E-Verify and provides a drug-free work environment.

**WARNING LITES IS NOT ACCEPTING RESUMES FROM 3<sup>RD</sup> PARTY RECRUITERS**