

CUSTOMER COORDINATOR

Looking for a rewarding career opportunity? Interested in starting a new career? If so, Paul Davis of Omaha is the place for you!

Paul Davis Restoration, Inc. is a national franchise organization that provides property damage emergency services, restoration, and reconstruction services for residential and commercial properties due to water, fire, mold, storm, and other disasters. The Paul Davis Network is made up of more than 300+ locations across the US and Canada. Since 1966, we have helped more than 2 million property owners restore their properties and lives. More information about Paul Davis can be found at www.PaulDavis.com

Whether in-person or on the phone, the Customer Coordinator is the first point of contact, and we are looking for high energy, pay attention to detail and a smile that can be heard through the phone that says “we are here to help you” when a customer contacts us with a property damage. Timely and accurate recording of the customer’s information and needs is a requirement. The Customer Coordinator’s primary responsibility will be to answer and direct all incoming calls pertaining to our business. The duties also include offering administrative support to all departments within the office.

Essential Responsibilities Include:

- * Answer and screen incoming calls.
- * Greet all guests in a professional, friendly, and hospitable manner.
- * Connect and transfer the caller to appropriate department.
- * Intake of new claims/data entry.
- * Perform overflow clerical accounting duties.
- * Open and close the lobby area.
- * Serve as a support to the administrative team.

Core Competency:

- * Must have excellent working knowledge of Microsoft Office applications (Outlook, Word, Excel)
- * Excellent customer service skills
- * Excellent verbal communication
- * Typing skills, with minimum 50 word-per-minute accuracy
- * Ability to learn and operate our primary operating systems: RMS, SharePoint, and One Drive
- * Ability to work office equipment (computer, phone system, scanner, printer)
- * Ability to work independently
- * Ability to maintain a professional, positive attitude and appearance
- * Maintain a complete level of confidentiality

Required Education and Experience

- * High School Diploma
- * 2 plus years' experience in an administrative/accounting/customer service role.

Work Environment

This position is full time, Monday through Friday. No travel required.

Paul Davis Of Omaha aims to be the "Employer of Choice" in our community. We offer competitive compensation, a robust benefits package, and incredible company culture.

Apply today at pauldavis.com/careers.

We'd love to have you as part of our rewarding team!