

Client Loyalty Specialist

JOB TYPE: Full-time, \$20/hr starting pay

OVERVIEW: Magnolia Patio Covers seeks a dynamic, self-starting individual that demonstrates initiative and commitment as Client Loyalty Specialist. A Client Loyalty Specialist will handle the pre-sale and pre-construction process and will provide knowledge and expertise to customers of the products and designs available, schedule consultations, maintain CRM and social media platforms.

OUR MISSION: To improve quality of life for the end user by delivering superior design and craftsmanship while providing an unmatched customer service experience.

COMPANY DESCRIPTION: Magnolia Patio Covers, a division of Southern Mills Custom Builders, LLC, is a well-established outdoor living company since 2010. The company has grown to become one of the premier outdoor living builders in our region. We offer our customers guaranteed high quality and outstanding customer service.

This position is on-site, in office, in The Woodlands, TX. Must have reliable transportation, valid drivers license. Experience in residential construction and/or sales is a plus.

At Magnolia Patio Covers, we pride ourselves on our culture and our ability to make our company a place that employees enjoy coming to work each day to build long-term success. We believe hard work is important and commitment and dedication to constant improvement is key to success. We encourage our staff in becoming their best, both personally and professionally.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Receive inbound calls, walk-ins and assist customers with inquiries and sales
- Build and maintain customer satisfaction and trust by graciously listening to denote customer concerns and effectively applying learned product and systems knowledge
- Meet with and build rapport with clients, determine customer needs and interests, present our services and optional features based on the prospect's needs
- Assess a variety of customer situations to ensure appropriate and comprehensive documentation of information following the guidelines of multiple workflows.
- Follow up with potential buyers to schedule follow up consultations
- Service the client throughout the pre-sale, pre-construction, and post-construction process and conduct selections meetings
- Procure permits and HOA approvals
- Trouble shoot and offer suggestions for solving any problems with customers; handle problems in a timely fashion and with integrity
- Maintain a high level of integrity and customer satisfaction, help meet company goals for Closing Survey results

- Develop thorough knowledge of construction features, options pricing and design selections and effectively communicate those to prospects and buyers
- Demonstrate a high level of attention to detail and the ability to proofread documents for correct grammar, spelling, and punctuation.
- Manage company's social media accounts
- Adapt and modify communication style to provide a positive, consistent, empathetic, and thorough customer experience.
- Manage and track status of leads and become proficient with our sales management software, BuilderTrend
- Create Weekly and Monthly reports of sales activities, training efforts, and sales revenues
- Other duties as assigned.

QUALIFICATIONS:

- Positive attitude and mindset with a high level of work-ethic, professionalism, and integrity
- 2 years experience in customer service
- 1 year related sales and job planning experience
- Strong computer skills are a must
- Strong knowledge of the principles of product demonstration, sales techniques and quality customer service
- Strong verbal and written communication skills, adaptable to varying styles while projecting a positive image of the company, with the ability to actively listen, empathize, build trust, establish rapport, and effectively de-escalate customer issues and concerns.
- Ability to work well in a structured work setting and adhere to a daily schedule including the commitment to excellent attendance with proven reliability
- Ability to work autonomously and be internally driven to meet goals which will lead to success in the position; very organized and customer service oriented
- Current, valid drivers' license
- Strong multitasking skills including the ability to apply typing skills and system navigation to proactively address customers' needs and concerns.
- Extreme time management and organizational skills
- Energetic and enthusiastic personality, with a patient and calm demeanor
- Team player with the ability to take on more and grow with the role and company
- Must pass background check

Schedule: M-F, 7:30AM to 4:30pm

You will be interacting with our clients face to face everyday, so it is paramount that you are a likeable, personable, presentable individual. Please only apply if you consider yourself an elite customer service professional.

We look forward to hearing from you. Please do not show up at our office or call, we will contact you to schedule an interview if your resume meets the qualifications.

At Southern Mills Custom Builders, LLC (Magnolia Patio Covers), employment opportunity is based upon personal capabilities and qualifications without regard to race, creed, color, religion, sex, age, ancestry, national origin, disability, veteran status, pregnancy, genetic information, sexual orientation, gender identity, or any other protected characteristic as established by law.

Job Type: Full-time

Compensation: \$20/hr starting pay

Benefits:

- Health insurance
- Paid time off
- Employee discount
- 401K match

Schedule:

- Monday to Friday, 7:30am to 4:30pm

Supplemental pay types:

- Bonus pay
- Commission pay

License/Certification:

- Driver's License

Work Location: The Woodlands, TX

EMPLOYEE NAME: _____

EMPLOYEE SIGNATURE: _____

DATE: _____