



YOUR SAFETY Department  
— SAFETY Solutions —

## **Customer Service / Sales Support**

**Location:** Your Safety Department, LLC, 91 Eagle Creek Ranch Blvd., Floresville, Texas 78114.

**Employment type:** Part-time / Full-time.

**Seniority Type:** Entry-Level / Mid-Level

**Pay range:** \$14.00 to \$18.00 depending upon experience.

Your Safety Department LLC, a 9-year-old HSE training company, built our reputation on quality, dependability and reliability with highly trained and experienced professionals who have the knowledge and experience to ensure our clients exceed mere regulatory compliance when it comes to employee safety management. We achieve this by providing a framework of services designed to address critical safety activities including employee safety training, respirator fit testing, spirometry testing and drug and alcohol testing resulting in 1,000s of employee registrations last year alone.

To respond to this demand, we are hiring a Customer Service / Sales Support member to support our trainers and to learn new skills in business development, conducting classroom training, conducting respirator fit tests, spirometry tests, and drug and alcohol testing.

### **Job functions:**

- Build sustainable relationships of trust through open and interactive communication.
- Generate sales leads through social media, website, or lead development processes.
- Open and maintain customer accounts.
- Process customer accounts, complete invoicing, and file training documents.
- Build Contract Trainer database, relationships, and business opportunities.
- Coordinate with Contract Trainers to schedule classes with customers.
- Contribute to team effort by accomplishing safety related tasks and activities as needed.
- Utilize computer technology to handle various safety related tasks such as creating safety meetings, written safety programs, social media content, and website content.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.

### **Requirements:**

- Excellent communication and presentation skills.
- Willingness to learn the safety service business, practices effective listening skills, and actively contribute to the organization to achieve both personal growth and organizational growth.
- Ability to prioritize and organize scheduled work and then follow through until it is completed.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of personalities.
- High school diploma or equivalent; college degree preferred.
- Must be able to pass a background check.
- Must pass all drug tests.

**Customer service representative top skills & proficiencies:**

- Customer Service
- Product Knowledge
- Quality Focus
- Market Knowledge
- Documentation Skills
- Listening Skills
- Phone Skills
- Resolving Conflict
- Multitask
- Patience
- Negotiation
- Positive Attitude
- Attention to Detail
- People Oriented
- Analysis
- Problem Solving
- Organizational Skills
- Adaptability
- Ability to Work Under Pressure
- Computer Skills

If you meet the minimum requirements and have the knowledge, skills and abilities as referenced above we would like to invite you to submit your resume to Your Safety Department, LLC for further consideration. Please send your resume referencing the above job title to [info@yoursafetydept.com](mailto:info@yoursafetydept.com).

*Semper Tutum*