



Appliance Repair Business

Our client's delivers solutions for your entire home, from appliance care to interior and exterior upgrades for your home. You can trust our experts to help take care of your house, so you can enjoy your home.

Job Duties: Business Sales / Customer Service

Work Schedule:

- Required minimum 15 hours per week (30 intervals)
- Intervals Available*
 - Monday – Saturday 7:00 AM EST – 10:00 PM EST
 - Sunday 8:00 AM EST – 10:00 PM EST

Equipment (Minimum)

- Windows 7, Windows 8, or Windows 10
- POTS hard line or digital phone line
- Noise cancelling headset
- 1.0/3.0 MBPS download speed. Faster speeds are highly recommended.
- Screen resolution between 1440 x 900 & 1600 x 900
- Dual monitors recommended
- 8 GB Ram

Course Cost: The out of pocket investment for the certification training class varies based on client

Service Revenue: Base pay with an open opportunity to earn more based on the service interval you elect to work. (the more hours you work, the more you get paid)

Additional Information - This Opportunity Announcement (OA) is a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).



Certification Criteria

- 100% completion of all self-paced content daily (4 hours per day)
- Must complete Commitment Adherence Quiz with a score of $\geq 80\%$

What to Expect

- Thoughtfully respond to inbound calls from customers having issues with their laundry, kitchen or bath appliances.
- Leverage clients Advanced Diagnostic system (a database of scripted troubleshooting tools and resources) to help resolve issues presented by the caller, ultimately helping callers to avoid having to schedule a technician appointment
- Use active listening skills to understand the customers' needs. Leverage soft selling techniques as needed to promote additional products and services, including home warranty and home improvement services
- Put forward best in class service to customers, gaining their loyalty to client Home Services

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