



**Company Offering Position: Scalo Inc.**  
**Job Description: Customer Service Sales Coordinator**

***About the Company: Scalo Incorporated - Serving The Scalo Companies***

At Scalo Incorporated, we are the administrative and support body for The Scalo Companies which include eight companies rooted in the construction field: Burns and Scalo Roofing, Co. (Locations in PA and OH), Cuddy Roofing, Scalo Solar, David Hood Roofing, Burns & Scalo Roof Asset Management, NexGen Design Systems, Inc., and Scalo Incorporated.

The Scalo Companies have been noted for our product diversification, involving energy and environmental solutions. We are geographically growing our business through continued investment in new technologies and energetic, dedicated employees. We succeed together here and have the joy of sharing our successes with our customers and also our fantastic team members. A key value and initiative to the company is our triple wallet share concept- this means making decisions and taking action to share the wealth essentially. If we do our job right, our customers, our employees, and the company benefits from a quality experience and job well done.

If you are looking for a company that values your work, wants to invest in your development, and will continue to position itself as a leader in its industry, we may be a fit for you!

**Job Qualifications**

**REQUIRED**

- A minimum of three years office and customer service experience
- Strong computer skills with proficiency in Microsoft Office programs and the ability to learn customer service management, scheduling, dispatch software
- Highest commitment to quality customer service. Must enjoy working with the public
- Excellent interpersonal skills with the ability to interact with all types of customers and employees
- Ability to work with a variety of company teams and unsupervised
- Strong people orientation and positive attitude
- Strong work-ethic, self-motivated
- Ability to generate leads from existing customer database through telephone outreach
- Must project a professional and polished image that inspires confidence and trust
- Possess and effectively utilize strong verbal and written communication and conflict resolution skills
- Able to "think on your feet" to provide customers with needed information for their specific needs and the drive to seek answers for customers and subsequently follow-up to ensure a pleasing customer experience
- Be flexible and adaptable to short-term and long-term company changes in a fast paced, changing environment
- Ability to take on additional responsibilities as needed as well as manage priorities with minimal guidance
- Effective organizational and time-management skills. Able to plan and schedule work proactively
- Physically able to perform essential job functions including walking, sitting for extended periods of time, bending, light lifting, speaking, writing, comprehending and concentrating on detail-oriented work, and computer-related work

**PREFERRED**

- Service dispatch call experience
- Prospecting and sales experience
- Associate's degree or technical school equivalent (business, communications, marketing, or related field)
- Knowledge in Roofing or Construction industry

## **Duties and Responsibilities**

- Place outbound calls to leads generated from mining databases
- Process & provide communication from field inspection reports to clients & in-house estimators to generate additional sales from service calls.
- Provide monthly reporting on sales results from inspection reports.
- Place outbound calls to customers to check satisfaction
- Receive lead calls and enter into FCS software & Pre-sale CRM System (Follow Up Power) for Estimators
- Receive and process inbound calls for service and dispatch them into proprietary FCS MasterKey CRM system
- Track lead source from all inbound calls
- Process fax and e-mail dispatch requests
- Communicate timely and effectively with customers, field and office employees regarding scheduling, project status, and customer requests
- Place outbound calls to customers upon deposit receipt and job set ups
- Deal with upset customers in a professional manner
- Process customer satisfaction hard-copy surveys & manage online reviews
- Document customer feedback, manage customer cases and escalate as needed
- Calculate and distribute weekly activity reports
- Investigate and correct database errors.
- Provide coverage for front desk position as needed
- Attend regular staff meetings and others as needed
- Perform additional duties as assigned
- Assist in setting expectations for 360-degree client experience; from initial customer call through project completion.
- Provide & distribute monthly GPS tracking report – identifying location & hours of service crews

## **Benefits Offered**

As a member of our team, you will enjoy the following benefits:

Competitive salary and incentive opportunities

Paid Time Off

Affordable and comprehensive medical, vision, and dental insurance

Company-paid life insurance

401(k) with company match

Health Savings Account with company contribution

Employee Assistance Program (EAP)

Aflac Supplemental Insurance

To apply, please respond to this posting via job board or email, mail, fax your resume for consideration to:

Donna M. Bodnar  
Director of Learning and Performance  
Fax: 412-921-1965  
Email (Preferred): Bodnard@scaloinc.com  
Mail: 22 Rutgers Road, Pittsburgh, PA 15205