



## **Customer Service Representative**

At WhiteWater Express, we are more than just a car wash; we are a company built on respect, communication, and a passion for people. Our dedicated team members are leaders within the company, and we believe that personal growth is the key to our organizational success. If you are a self-starter, motivated, and ready to take on new challenges, we want you to succeed with us, as a part of a rapidly growing business.

### **Position Overview**

The Customer Service Representative (CSR) at our Corporate Office serves as a key liaison between our car wash locations, customers, and internal departments. This role is responsible for delivering exceptional service by managing inquiries, resolving concerns, and supporting our membership programs and customer satisfaction initiatives. Unlike store-level representatives, the Corporate CSR focuses on centralized customer communication, billing and membership support, and escalated issue resolution.

The ideal candidate is a strong communicator with excellent problem-solving skills, a customer-first mindset, and the ability to thrive in a fast-paced, team-oriented office environment. This position requires strong organizational skills, attention to detail, and the ability to handle multiple communication channels, this includes phone, email, and online support systems.

### **Key Responsibilities**

- Assist customers daily with member management inquiries via phone, email and tracking systems.
- Provide prompt professional customer service to current and prospective members contributing to member retention
- Responds to and resolves customer inquiries, feedback, and requests by providing information on membership and service options
- Analyze customer feedback, reviews and concerns, and provide reporting on trends
- Meet timelines and deadlines related to responding to customer inquiries
- Perform any other duties and execute special projects as assigned.

### **Qualifications**

- 2+ years of customer service experience in an administrative office environment.
- 1+ years of proficiency in Google Workspace (Docs, Sheets, Slides, etc.).
- Strong communication skills, both written and verbal.
- One year of proven sales background preferred

- Proficient in Microsoft Office
- Excellent writing, editing, grammar skills, and attention to detail
- Strong organization skills and ability to keep track of multiple projects
- Completion of background and reference checks is a prerequisite for employment.

### **Benefits**

- Competitive Compensation in Base and Bonus Potential
- Comprehensive Health Benefits (Medical, Dental & Vision)
- Pet Insurance is available
- Paid Time Off in addition to Company Paid Holidays
- 401(k) Retirement Plan with Company Match
- Company-Paid Life Insurance
- Pathways to Advancement
- Free Weekly Car Washes

Our employees are our most valuable asset. We only employ the best people in the service industry who embrace new challenges with enthusiasm. If you are looking for professional development with advancement opportunities in a fast-growing organization, come join our Team!