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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name** | **Customer and Sales Representative** | **Company** | SOLACE ROOFING |
| **Job purpose** | We are currently seeking a motivated and skilled Customer and Sales Representative to join our team. The ideal candidate will be responsible for various tasks related to generating leads, managing inquiries, and supporting our sales efforts and administrative duties tied to our day-to-day operations. This position requires excellent communication skills, detailed note taking ability, and strong follow-up skills. Customer and Sales Representative will be working remotely for a Florida Roofing Company. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| * College Diploma: Administrative Management, Marketing or Sales. * Desirable Master | |
| **Training or Expertise** | |
| +3 years of customer service and Sales Experience for US based companies | |
| **Experience** | Desirable customer service/ Sales experience within the Construction Industry |

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| **JOB FUNCTIONS** |
| * **Data/Lead Entry:** Intaking new customers who call in, onto our lead form and into our CRM.   Note-taking after every significant customer interaction. Uploading documents to correct customer profile.   * **Inquiry Management:** Reviewing our many lead sources and responding/calling accordingly to our potential customers in order to achieve an appointment booking. Responding promptly with a message indicating that further assistance would be provided in the morning to maintain positive ratings if a potential customer was not able to be reached via phone. * **Lead Generation:** Scrub and post on our social media platforms, mentioning our services to   potential customers. Create content for our social media based on our database of company information and images as well as completed jobs.   * **Estimate Preparation:** Prepare roof drawings and estimates for sales representatives and door knockers, who will be delivering the proposals to potential customers. * **Cold Calling**: Conduct cold calls to a riffled list of homeowners in areas of past roofing projects, as well as lists that we will provide. |

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| **REQUIRED SKILLS** |
| -Excellent verbal and written communication skills in English  -Previous experience in inside sales or a similar role.  -Strong communication and interpersonal skills.  -Ability to work independently and manage multiple tasks efficiently.  -Experience in data entry and customer service.  -Spanish language proficiency is preferred for handling Spanish-speaking customers.  -Must have a strong access to an internet connection as well as provide your own reliable laptop/desktop to work from  - Coachable: You know there's always room for improvement. You seek out constructive criticism and opportunities for growth.  - Excellent Attitude: Diligent and positive attitude, willing to go the extra mile and risks while being a team player and you are resilient in the face of challenges  - Critical thinker with a strong analytical skillset |

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| **WAGE COMPENSATION** |
| **Compensation:** $1,100 USD Monthly  Bonus incentives of $100 for each lead that culminate in a signed contract.  Comprehensive training and professional development opportunities.  A dynamic and supportive work environment that fosters growth and advancement.  **Schedule**: Monday to Friday: 6 PM - 9 PM (Eastern Standard Time)  Saturdays: 9 AM - 1 PM (Eastern Standard Time) |
| **ABOUT THE COMPANY**: Solace Roofing stands at the forefront of the roofing industry, dedicated to providing top-tier service and unparalleled value. Our commitment to excellence and our zeal for setting the gold standard in roofing services are what define us. Join us in our mission to uphold the highest standards of quality and customer satisfaction. |