



EICKHOF®

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Technical Customer Service Representative

Reports to COO

Summary

Eickhof Columbaria is looking for a Technical Customer Service Representative. The TCSR will evaluate and diagnose issues, act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The best TCSR's are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk. The TCSR can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless, and the TCSR will work to ensure the client has their issue resolved. Problem-solving should be part of the right hire's makeup. They are confident at troubleshooting and investigate if they don't have enough information to resolve client issues. The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction. This position is in-person at our Crookston location and works a Monday - Thursday 7am - 5:30pm schedule

Duties & Responsibilities *include the following (other duties may be assigned)*

- Manage incoming calls and emails
- Identify and assess clients' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet target response times and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Requirements

- Experience with AutoCAD or equivalent
- Technical aptitude
- Print reading experience
- Proven customer support experience or experience as a client service representative
- Track record of meeting or beating deadlines
- Strong phone contact handling skills and active listening

- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

Eickhof Columbaria Core Values

- **Positive Attitude** – Ask “Why Not?” before we ask “Why?”
- **Achieve Excellence** – Good is not enough.
- **Integrity** – Do what is right, not what is easy.
- **Caring About the Customer** – Do what is right for the Customer.
- **Teamwork** – No one does this alone.

About Eickhof Columbaria Inc.

Eickhof Columbaria has spent over 35 years developing a better way to engineer, design, and fabricate columbaria. Columbaria are above ground granite structures for the final resting place of cremated remains. We have an attitude that fosters a company culture of constant improvement and that attitude, along with our experience is the reason we have columbaria in nearly all 50 states. They're installed at churches, cemeteries, higher learning institutions, retirement communities, homesteads, and Buddhist temples.

To apply, please send a resume and cover letter (specific to this position at Eickhof Columbaria) in PDF format to peter@eickhofcolumbaria.com.