



OUR CULTURE:

- We are a young team that believes in collaboration, creativity, and hard work.
- We are a team of builders that are constructing a company to serve people through moving.
- We believe in dreams and are here to help you fulfill them.
- We believe work should be fun and fulfilling.

ACCOLADES & KEY STATISTICS:

- 2016: 6th fastest growing company
- A+ Rating with the BBB
- Average age of employees = 28
- Locations / growth opportunities around the SE



HISTORY:

Move & Store is a moving and storage company headquartered in Birmingham, AL. Established in 2011 by college roommates at Auburn University, Move & Store had a vision of delivering students a full service moving experience. Since its inception, Move & Store has added **nine locations across the country**, acquired another moving company, and has evolved into a multi-truck operation **providing full service collegiate, commercial, and residential moving services**. This success can be attributed to Move & Store's employees and their **dedication** to customer service, personnel recruitment, and resource allocation. The cornerstone of Move & Store's success is its dedication to providing customers a **first-in-class moving experience**.

CUSTOMER SUCCESS AGENT/INTERN:

The Customer Success Agent (CSA) is Move & Store's customer concierge. As the first voice our customer's hear, we pride ourselves on CSA's being friendly, knowledgeable, and efficient. In addition, Move & Store looks to recruit CSA's with additional talents beyond customer service that are utilized in downtime. Currently, these additional talents being sought are digital marketing, web development, graphic design, and sales.

WHAT YOU WILL DO:

- ✓ Provide customers a delightful experience by answering their calls in an upbeat, servant oriented manner.
- ✓ Determine what service type is needed and either provide a quote over the phone or collect the information required for an estimator to complete.
- ✓ Follow up on quotes to clarify questions and book jobs.
- ✓ Input customer information into Move & Store's customer resource management platform in an efficient and accurate manner.
- ✓ Work with other CSA's as well as the operations department to coordinate and schedule jobs.
- ✓ Utilize down time to complete additional tasks assigned such as marketing, design work, or team related projects that require assistance.

WHAT YOU WILL NEED:

- ✓ Meticulous attention to detail—All action flows from the original conversation our CSA's have with customers. It is imperative that the information collected is descriptive and accurate.
- ✓ An excellent memory and organizational skills—At any given time, a CSA could have 5 or more customer accounts that are working on. Following through on all outstanding requests in a timely fashion is crucial.
- ✓ Effective communication skills—Your communication skills are the means by which we set customer expectations and expectations for our operations team. Informative, accurate communication is key for delivering on these expectations.
- ✓ Fast learner—Our customer resource management platform is robust and requires a computer literate individual who is a fast learner.
- ✓ Problem solver—From customer issues to schedule conflicts, our CSAs are called on to solve problems on the fly.

COMPENSATION

Compensation is dependent on candidate's experience and current skill set. If this position sounds like something you would be interested in, visit <https://moveandstore.com/careers/> to apply today!