# Customer Service Executive

**Employment Type**
Full-time

**Beginning of employment**
May 2025

**Duration of employment**
2 years

**Industry**
Pet Grooming Services

**Job Location**
Greenville, South Carolina, US
Remote work possible

**Date posted**
April 16, 2025

**Valid through**
01.06.2025

## Description

Company Overview
Aussie Pet Mobile is a fast-growing mobile pet grooming service, and we are looking to add an energetic, results-oriented individual to our dispatch team! We are a super fun team who love pets and taking great care of our clients!

Job Summary
Must have excellent verbal and written communication skills to be able to explain our services to customers, and book new and existing customer appointments. The scheduler must be very reliable, organized, flexible, empathetic, polite, a team player, professional and have exceptional listening skills. The role supports the groomers in the field, scheduling efficient routes and groom durations, to optimize a groomer's workday. As with our entire team, Must Love Dogs!

The ideal candidate would be naturally sociable with great customer service skills and a good knowledge of the layout of the geography and commuter routes. Dog grooming experience a plus.

The dispatcher would work from their home office (In an around Greenville, SC), and you must have reliable internet service and a cell phone to receive team texts. Must be flexible and be able to do more hours upon request. We provide extensive training of our business processes and technology, which requires Mon-Fri daytime hours.

## Responsibilities

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Responsibilities include:
• Answering incoming calls, returning voicemails and texts, and email correspondence. This includes professional handling of customer complaints, and resolution within one's scope.
• Informing customers on the services and prices our company provides, especially as applicable to their breeds and their pet's needs and health, and making appropriate recommendations.
• Capturing accurately the appropriate information to set up an appointment for the customer.
• Maintaining groomers' fully-booked schedules by creating/rescheduling/cancelling appointments, in collaboration with groomers.
• Brief groomers about their daily schedule, highlighting unusual circumstances and situations they may encounter.
• Respond to calls/texts from groomers in the field, in real time, regarding customer and pet issues. This requires ability to multi-task by setting priorities among inputs.
• Review of the schedule at the end of the day for completed appointments, verifying charges and payments.
• Take credit card payments over the phone, especially when groomers are outside of cell service.
• Keep owners and other dispatchers informed of any issues, actions, or problems.
• Other duties as assigned, including social media photo posts and correspondence.

## Qualifications

Qualifications
● Excellent communication skills

- Organized
- Reliable

**Job Benefits**

Benefits/Perks
PTO
Incentives
Bonus
Benefits