

Career Opportunity – Technical Customer Service Specialist

Horizon Commercial Pool Supply is a steadily growing company specializing in all things relating to commercial and public swimming pools. We are committed to providing exceptional service while developing long term relationships with our customers, staff, suppliers, and industry professionals. We support and develop all of our team members through ongoing training, career planning, competitive pay and a wide range of benefits.

Staff Benefits:

- Health & Dental Insurance
- Retirement Plan
- Paid Time Off

Company Commitments:

- Continually train & develop team members
- Foster a safe and positive work environment that encourages new ideas, personal growth and a bit of fun.

Technical Customer Service Specialist - Position Description

Horizon Commercial Pool Supply is actively seeking a friendly, customer service focused team member to provide our customers with an exceptional experience. Responsibilities will include assisting customers with swimming pool technical issues, troubleshooting equipment, advising on repairs and replacement parts, processing a high volume of orders, assisting will-call customers, and acting as an inside sales representative. No field work or travel required. Full time and year-round.

Position Requirements

- Experience in the swimming pool industry and good technical repair knowledge of pool equipment and systems.
- Good telephone and in person customer service skills.
- Strong attention to detail with accuracy and punctuality.
- Exceptional organization skills with proficiency in time management, prioritization, and critical thinking.
- Ability to multitask in a fast paced and dynamic environment.
- Experience with accounting software/data entry.

Expectations for Team Members

- Always try your best to improve the company and yourself.
- Treat customers and other team members with respect and professionalism.
- Be a team player and realize that we all work together with the same goals.
- Present yourself in a professional manner at all times.

- Be open-minded with a willingness to learn and improve.
- Strive to reinforce positive customer relationships and provide exceptional service.