

Contractors.com is a cutting-edge Silicon Valley start-up in California, bringing transparency, speed and love to the home improvement space. Finding a contractor (plumber, electrician etc.) is an often frustrating process! We're here to change that. Contractors.com matches contractors to projects, locally and within minutes.

We seek bright, empathic, problem solvers to join our FIRST and best-in-class customer success team. You will help contractors grow their businesses and to ensure customers receive honest, quick and loving service. Join us in our quest to bring justice and love to one of the largest industries in the United States, and very soon, the world.

### **What do we believe?**

- All human beings are equal
- Truthfulness is the foundation of all human virtues
- Our purpose in life is to contribute to the betterment of the world (somehow, someday)
- Stakeholders not shareholders: customers, team members, partners, etc.

### **Attitude**

- You bring passion and enthusiasm to the work you do
- You have a great work ethic - you get the job done
- You see challenges as opportunities for growth and learning
- You see the team as an interdependent whole: individual wins = team wins
- You have a humble posture of learning
- You always look for win-wins: if our contractors are succeeding, so are we!

### **Responsibilities**

- You interface with all of our customers over the phone, and through email
- You problem solve for our customers quickly and creatively
- You empathize with customers' issues
- You answer technical questions about our product
- You help contractors optimize their bidding to maximize hiring rates
- You help customers improve their project submissions to maximize response rates
- You meet our Service Level Agreements
- You report to the Philippines branch team manager

### **Minimum Qualification:**

- Minimum 1 – 2 years of general work experience, ideally in Customer Service
- College graduate
- Proficient in written and verbal English
- Excellent interpersonal, communication and decision-making skills
- Willing to work night shifts to match US business hours