

**Contractors.com** is a cutting-edge Silicon Valley startup 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 an energetic and analytical applicant to manage & grow our FIRST customer success team.** You are responsible for the team's success, and to ensure our customers receive the best-in-class, speedy and **loving** service. Join us in our quest to bring justice and innovation to one of the largest industries in the United States, and **very soon, the entire 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 rapidly match contractors to nearby projects
- You explain to our customers how our service benefits them
- You help contractors grow and expand their businesses
- You meet our Service Level agreements
- You report to the Philippines branch team manager

### **Requirements**

- Minimum 1-2 years of general work experience, ideally in sales
- College graduate
- Proficient in written and verbal English

- Excellent interpersonal, communication, and decision-making skills
- Willing to work night shifts to match U.S. business hours

### **Benefits**

- Competitive salary
- Non-taxed commissions
- Health benefits
- Parent leave