



Title: Customer Happiness Specialist
Department: Sales
Job Req Opening Date: March 2019
Contact: Russ@indowwindows.com

Company: Indow is an award-winning Portland startup selling a new type of window insert using patented technology. Our product was developed to save energy and reduce carbon emissions. The window inserts also have significant noise dampening properties to help customers enjoy peace and quiet even in noisy neighborhoods. We are experiencing healthy growth across the US & Canada and will expand to other countries down the road.

We offer extra paid time off for anyone taking alternative transportation (bike, bus, etc) to work. We have a Ministry of Fun, which organizes company breakfasts, holiday events, and more. Impassioned ping pong matches are not uncommon. Among our core values is innovation and constant improvement, and all employees are encouraged to contribute ideas for how we can make things better. Everyone has a voice.

You: We are looking for a friendly, outgoing, detail-oriented and computer savvy customer support specialist who shares our passion for the environment and for the growth and success of the company.

Job Description & Responsibilities: Indow® is looking for a Customer Happiness Specialist to join our ambitious and growing organization. This candidate will effectively work with our inside sales team as well as consumers via phone and email across the United States to help bring comfort and quiet to their homes. The ideal candidate will be highly computer literate, detail oriented, organized and efficient. This is a support role and not a direct sales position.

Responsibilities include:

- Being the front lines on the phones, email, web chat and our web form for customer inquiries. Will assign leads to a dealer or our internal sales team and provide a warm handoff.
- Respond to social media comments/postings and provide updates to management on social trends.
- This position will manage our automated check in email campaign system, meaning that they must reply to customers, log interactions in salesforce, investigate service issues, file cases, and escalate when required
- Perform random check in calls to customers to assess dealer and internal sales team performance.
- Assisting with routing dealer calls and providing light support (directing them to self-service material on our resources pages)
- Special assignment projects from the sales department, including compiling research of areas and pulling reports from salesforce

Required Skills & Qualifications: The ideal candidate is motivated by a passion for growth and learning, as well as a genuine desire to help customers improve the comfort and efficiency of their home or business while simultaneously helping them reduce their carbon footprint. Skills and qualifications required:

Skills Needed

- Detail oriented
- Strong written and verbal communication skills
- Strong computer literacy (Salesforce.com or other CRM system preferred, strong excel experience preferred)
- Highly motivated self-starter
- Interest in and passion for carbon mitigation, energy efficiency and environmental responsibility

Personal Qualities

- Thrives in a startup environment – self starter, driven, comfortable with ambiguity
- Calm and productive in the face of deadline pressure



- Loves continuous learning and growth
- Good listening and interpersonal skills
- Clear written and verbal communication
- Complete commitment to personal integrity
- Organized, thorough and systematic

Indow® Windows is committed to a diverse workplace and welcomes applicants from any race, color, religion, sex, sexual orientation, national origin, age, marital status, disability or veteran's status

Indow's Mission: We provide our customers with comfort and quiet while helping them achieve financial and environmental harmony.