



## **Account Representative Job Posting**

PSA Security Network is looking for a full-time, experienced, and talented Account Representative to be an integral part of our support team (reporting to the Operations Manager). Our Account Representatives impact the overall success of PSA by serving as a cheerful and dedicated liaison between our customers and vendors, by developing & maintaining top-notch relationships.

Because we strive to be the single most valued relationship to our customers, you will be highly appreciated and respected, as your work is imperative to our ongoing growth & success. If you are extremely detail-oriented, people-focused, solution-minded, have excellent verbal and written communication skills, and would like to make a long-term home in an established and well-respected organization, this position may be an ideal fit.

PSA is the world's largest systems integrator cooperative made up of the most progressive security and audio-visual systems integrators in North America. Combined, PSA members boasts over 500 branch locations, employ over 13,500 industry professionals and are responsible for over \$4.5 billion annually in security, fire, life safety and pro audio-visual installations.

PSA's mission is to empower its owners to become the most successful systems integrators in the markets they serve. PSA brings this mission to life by partnering with industry leading product and solution providers, delivering unparalleled education and training programs and by offering a variety of distinctive services that can enhance any company's operations.

### **What you can expect from us:**

- Opportunity to be an integral part of an established and well-respected organization that is shaping the industry
- A commitment to professional development
- Learning opportunities for customer support best practices as well as security and AV technology industry knowledge
- Ability to work with a team of caring professionals who truly value teamwork
- A standard work schedule ~ generally Monday – Friday 8am to 5pm, 100% onsite in our Westminster office
- Excellent benefits including:
  - Health and dental insurance with company participation
  - Life, identity theft, and long-term disability insurance paid by the company
  - Eligibility to participate in company 401K after 30 days with matching (and we contribute 3% even if you do not contribute at all)
  - Generous paid time off
  - Other miscellaneous perks to thank our team



### **What we'll expect from you:**

- Fantastic listening skills
- Customer focus, verbal communication, problem solving people skills, strong computer proficiency and a good phone presence
- Ability to learn quickly
- Desire to provide quality customer service
- Great organizational skills with the capacity to multitask in a fast-paced environment
- Excellent communication skills, both verbal and written
- Ability to work with little supervision
- Dependable and responsible, with an excellent work ethic and team focus
- Professional demeanor
- Ability to learn from mistakes, and a love of taking on new challenges
- Excellence at managing expectations and risks

### **What you will be doing:**

- Answer incoming calls
- Respond to customer emails and faxes
- Troubleshoot and resolve customer issues
- Enter orders, ship dates, and order tracking information
- Act as liaison between customers and vendors
- Support customers in use of online pricing and ordering software
- Promotes sale of new or additional products or services.
- Handles complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.

### **Requirements**

- 2-3 years customer service experience
- At least one year of data entry/order entry experience
- Experience in security or insurance industries are a bonus (but not required)
- Authorization to work in the US
- High school diploma or GED
- Experience with NetSuite is a plus
- Some college preferred (but not required)