



Position: Customer Experience Representative

Who We Are Looking For

At Aaron's Leak Detection, our Customer Experience Representatives are far more than schedulers and call handlers. They are the heart and voice of our brand. We're searching for someone who takes genuine, personal pride in every customer interaction, who feels the weight of ownership when something isn't right, and who brings relentless warmth and positivity to every conversation. If you're the kind of person who doesn't just solve the problem that was asked about but anticipates the questions the customer hasn't thought to ask yet, then keep reading.

Role Overview

The CER is the first point of contact for our customers who may be experiencing a pool leak, and a vital operational hub for our field team. You will manage communication across phone, text, and email; coordinate field technician schedules; and ensure every customer — from first call to final follow-up — experiences the best version of Aaron's Leak Detection. Your impact goes beyond logistics. By ensuring smooth communication, accurate scheduling, and timely follow-ups, you directly influence customer satisfaction, loyalty, and the growth of our company.

What Sets You Apart

Extreme Ownership

You don't wait to be told something is wrong — you notice it, tackle it, and fix it. When a ball gets dropped, you pick it up without being asked. You measure your success by results, not effort, and you hold yourself to a standard that doesn't require a manager to define. The buck stops with you, and that's exactly how you like it.

An Intuitive Ear for Customer Needs

You listen between the lines. When a customer calls about a scheduled appointment, you hear the underlying anxiety about their pool being down for their kid's birthday party — and you address it before they have to ask. You don't just answer the question asked; you anticipate the next three. You have a natural ability to identify pain points your customers don't even have words for yet, and you proactively offer solutions before frustration has a chance to set in.

Passionate About the Customer Journey

From the moment a customer first calls to the moment the job is complete and the invoice is paid, you are the guardian of their experience. You refuse to let any interaction be merely “fine.” You ask yourself after every call, “Did I deliver the best possible experience?” — and if the answer is anything less than yes, you find a way to improve. The customer’s experience isn’t just part of the job to you; it is the job.

Sunshine on a Rainy Day

Being professional and friendly is the floor, not the ceiling. When a customer is frustrated, overwhelmed, or upset, you don’t just manage the situation — you genuinely change their day. You are calm under pressure, gracious with difficult personalities, and eager to serve regardless of the circumstance. You find energy in serving others and you approach every interaction — no matter how routine — as an opportunity to make someone’s day a little better.

Eager to Learn and Grow

You understand that we are the subject matter experts, and you take genuine initiative to absorb our knowledge. You don’t wait to be trained on something you don’t know — you ask, research, and implement. You proactively identify gaps in your own knowledge, seek out the answers, and fold those lessons into your daily workflow. You see growth not as something that happens to you, but as something you actively pursue.

Key Responsibilities

Customer Communication

- Handle all incoming and follow-up calls, texts, and emails with professionalism and genuine warmth
- Anticipate customer needs beyond the immediate request and address them proactively
- Ensure every touchpoint reflects our commitment to an exceptional experience

Scheduling & Coordination

- Organize and schedule all work for field technicians, optimizing for efficiency and timely service delivery
- Coordinate logistics between customers, field staff, and the Sales Team

Database & Admin Management

- Maintain accurate, up-to-date contact lists and customer records in our systems
- Handle follow-up communications with vendors, customers, and staff
- Assist in collecting payments on unpaid invoices with professionalism and tact
- Handle all sensitive information with confidentiality and care

Keys to Success

- Customer-first mindset in every interaction, without exception
- Attention to detail in scheduling, data entry, and communication

- Proactive problem solving - you see the issue before it becomes a complaint
- Continuous improvement - you are always looking for a better way

Requirements

- Proven customer service experience
- Professional, warm, and confident phone presence
- Excellent written and verbal communication skills
- Strong time management; comfortable multitasking and reprioritizing on the fly
- Ability to quickly learn and adapt to in-house systems and workflows
- Dependable, reliable, and self-directed
- NOTE: Bilingual English/Spanish, not a requirement, but a bonus

Job Type

- Full-time, 40 hrs with availability Mon-Fri between 8am and 6pm

Pay

- \$40,000 to \$45,000 starting salary, commensurate with experience
- Additional advancement opportunities available with time and merit
- Supplemental Pay: Overtime and Bonuses

Benefits after 90 day Probationary Period

- Paid Holidays
- Paid time off
- Sedera Medical Cost Sharing paid 100% for employee
- Access to Vision and Dental Insurance group pricing

Work Location

- Remote, must reside in the Central Florida area
- Phone and computer provided

Learn more about us at <https://www.aaronsleakdetection.com/about> and if you think we are a good fit, we'd love to hear from you! Apply through the job post or send your resume to sheli@aaronsleakdetection.com