

Customer Service Advocate

Scout Services – Westmont, IL

Company Overview

Scout Services is a leading provider of permit and license acquisition services for commercial and residential projects nationwide. Our clients rely on our services team and innovative technology to save time and money and ensure their projects start on schedule. We deliver results for top Architect, Design, General Contractor, Roofing, Sign and Telecom companies.

We are creating the future of permitting and are seeking qualified project managers to join our team.

The overall goal is to help Scout Services exceed our revenue objectives by successfully and efficiently completing projects, delivering world-class customer service and developing repeat clients.

Essential Duties and Responsibilities:

- Confirm permit submittal requirements by performing online research
- Develop strong relationships with municipality personnel
- Effectively communicate with customers
- Coordinate submittals with municipalities and partners
- Create and manage timelines and status reports to ensure clients are updated and deliverables are met
- Document new permitting requirements, forms and insight in Scout Services platform
- Maintain all client communications and project details in SalesForce.com and Google Docs
- Develop strong understanding of project workflow and contribute to best practices
- Deliver world-class customer service – accurate and fast
- Qualify inbound email and phone leads

Qualifications:

- Track record of successful projects and satisfied customers
- Passionate about delivering great customer service
- Ability to handle multiple priorities and demands in a fast-paced, team environment
- Highly organized - process oriented with consistent attention to details
- Critical thinking – takes initiative and problem solver
- Proficient in Microsoft Office, Salesforce.com, Google Docs, Adobe