

Job Title: Customer Service Representative/Inside Sales

Company: KStrong

Reports To: Customer Service Manager

Location: On-site – Houston, Texas

Position Summary

The Customer Service Representative (CSR) at KStrong serves as a key point of contact for customers, supporting sales and operations by ensuring clear communication, timely follow-up, and a positive customer experience. This role plays an important part in maintaining strong customer relationships and supporting smooth project execution.

Key Responsibilities

Customer Communication & Support

- Serve as a primary contact for customer inquiries, requests, and follow-ups
- Respond to phone calls, emails, and customer requests in a timely and professional manner
- Communicate order status, scheduling updates, and project-related information
- Address customer concerns and coordinate resolutions with Sales and Operations

Sales & Operations Support

- Support Sales, Regional Sales Managers, and Rep Agencies with customer coordination
- Assist with quotes, order entry, documentation, and customer records
- Coordinate with Operations and Field Teams to ensure accurate scheduling and execution
- Help ensure smooth handoff between Sales and Operations

Order Management & Documentation

- Enter and maintain customer information, orders, and project details in internal systems
- Track job status, deliveries, and service timelines
- Maintain accurate records, files, and customer documentation
- Support billing and invoicing coordination as needed

Process & Continuous Improvement

- Follow established customer service processes and procedures
 - Identify recurring issues or opportunities to improve customer experience
 - Assist with implementing standardized workflows and communication templates
 - Support company initiatives aimed at improving efficiency and consistency
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Qualifications

Required

- 2+ years of customer service or administrative support experience
- Strong communication and interpersonal skills
- High attention to detail and strong organizational skills
- Ability to manage multiple tasks in a fast-paced environment
- Professional demeanor and customer-first mindset

Preferred

- Experience in construction, industrial services, or project-based environments
- Familiarity with CRM, ERP, or order management systems
- Experience working with sales or operations teams

Key Performance Indicators (KPIs)

- Customer response time and follow-up completion
- Accuracy of order and customer information
- Customer satisfaction and feedback
- Internal coordination and issue resolution
- Adherence to processes and procedures

Why This Role Matters at KStrong

Customer Service plays a vital role in KStrong's success by ensuring customers feel supported, informed, and confident in our ability to deliver. This role helps strengthen customer relationships while supporting efficient operations and repeat business.

How to Apply

Are you ready to join the KStrong team? We would love to hear from you.

Please submit your resume and a brief introduction to joinourteam@KStrong.com with the subject line "**CSR Application - [Your First and Last Name]**".