



Project Ambassador (Customer Service Representative CSR)

ColorCraft Corporation is a 20 year “young” organization of SEAL-A-DECK, RedNose Holiday Lights & Decor, and ColorCraft Painters. We create beautiful living spaces for loved ones to gather, connect and enjoy together!

Join an expanding team of growth-minded individuals who truly appreciate and recognize you for all that you contribute while having the opportunity to advance professionally and personally within the ColorCraft Corporation brands.

We stand by and celebrate our core values in everything we do.

Do what’s right. Make Mama Proud.

Level Up. Continuous learning, improving and growing.

Deliver WOW. For our clients, our community and each other.

Work Hard & Have Fun. Work your plan and enjoy the journey.

SEAL-A-DECK is proud to have won the Best of North Shore three consecutive years in a row from 2019-2021 for both the decking design and decking materials categories.

Learn more about our culture and our services at www.sealadeck.com, www.rednosedecor.com and www.mycolorcraft.com.

Role Description

Do you consider yourself a people person? Are you the kind of individual who is always helping friends and others solve their problems? ColorCraft believes that our customers always come first and we are looking for more team members to execute on this mission. Working from our Peabody, MA office you will take on an important role within our growing company and work with a team of amazing, dedicated people.

This position is 40-50 hours per week. May need to be available evening and weekends.

Role Responsibilities

- Offers personable and effective support to solve client inquiries, using phone, text and email
- Qualifies and matches client inquiries with qualified project consultants for new opportunities
- Actively reaches out to past clients and prospects to generate new opportunities
- Manages communication with customers/accounts and provides friendly and immediate service
- Reaches out to current clients for service feedback

Experience

- 1-2 years of customer service experience
- Business, Management, Hospitality BS/BA degree is a plus
- Experience with call centers and workforce management is a plus

Ideal Candidate



- Has an entrepreneurial spirit and great attitude
- Has strong organizational, written and verbal communication skills

Team Member Benefits

- Competitive Compensation Package Includes Base + Commission
- Opportunity for Bonuses
- Health/Dental Insurance
- Long Term Disability Insurance
- PTO and Paid Holidays
- Continuous opportunities for professional growth and advancement

About ColorCraft Corporation

ColorCraft Corporation was founded by Michael Kaloutas in 2003. As the son of a master painter, Michael spent his childhood immersed in paints, brushes, and canvases. He was raised to have an appreciation and respect for craft, design, and aesthetics. Combined with his natural drive and passion for creating beautiful spaces, he was inspired to become an entrepreneur. He still works closely with the team to guarantee success.

Our mission is to offer convenient, expert, friendly service, always with an unparalleled dedication to customer satisfaction. We maintain what we build and guarantee results. When it comes to improving, maintaining, and protecting your outdoor living spaces, we will consistently exceed our client's expectations.

Our service area includes Boston, its surrounding MetroWest, North Shore, and South Shore communities, Cape Cod and the Islands, Southern New Hampshire and Rhode Island.