



**Position:**

Customer Training Representative

**Job Description:**

As CAF's Customer Training Representative, you will provide immediate value and customer support to an exciting, fast paced, fast growing company. We're looking for someone who is enthusiastic, passionate, goal and results driven, and is ready to bring those values to CAF. As a customer advocate, you will support our corporate clients by calling and educating their employees about their organization's cleaning program and the proper use of CAF products. ***This is not a sales position.*** You must be willing to accept direct responsibility for personal KPI's; call volume and quality. If you have a strong ability to hit the ground running, in order to keep CAF momentum going strong, then keep reading; this may be the perfect opportunity for you! Now comes the fun part – do you have the 'never enough' outlook where you are always looking to do more, learn more, and never satisfied with the status quo? If so, let's talk.

CAF is a rapid growth company that sells outdoor cleaning products. Year over year, our sales growth exceeds 20%. We're looking for impact players: someone like you who displays the excitement and desire to help CAF grow. CAF takes pride in our unique, down to earth culture with enthusiastic, tireless, tenacious, grounded, yet super fun employees that are diverse in background and talent. Our culture is customer oriented and great marketing is key to the growth of our fast-paced company. We believe that customers come first. We have a strong work ethic and are engaged and committed to ongoing success. CAF recognizes the need for balance between work and family; we are family friendly. If you get excited about driving change and being a part of a growing organization, then CAF is where you should be!

The position reports directly to CAF Manager, Customer Service.

**Compensation:**

Wage: \$14.00 - \$16.00 per hour depending on experience (DOE)

Status: Part time 20-30 hours/week (scheduled between 6:30 A.M. and 11:30 A.M.)

**Top 5 reasons current employees recommend CAF:**

1. Great culture and solid team values
2. Opportunity to make a significant impact
3. Opportunity for career and personal development
4. CAF is innovative: Cleaning up the world!
5. Proven company growth and stability

**What it takes to succeed:**

- Fit CAF culture and team values
- Call center experience preferred
- High School Diploma or GED
- Ability to learn quickly, multi-task
- Basic computer proficiency (Microsoft Outlook, Word, Excel)
- Accuracy and attention to detail
- Strong social, written and verbal skills
- Comfortable in high-velocity / fast paced company
- Professional and consistent work habits, strong work ethic, driven to achieve personal and company goals
- Satisfy pre-employment drug testing
- Reside within 15 miles from CAF Office (Maple Valley, 98038)

To apply, email resume and cover page to: [Jobs@mycaf.com](mailto:Jobs@mycaf.com)

**Roles and Responsibilities:**

**1. CAF Training Curriculum**

- a. Stay up to date on current best practices in training and training assessments theory and application, and apply knowledge to direct company's long-term training roadmap
- b. Monitor impact and cost-effectiveness of learning solutions and provide timely feedback; Suggest improvements to further enhance learning program effectiveness and sustainability
- c. Analyze customer feedback on the overall success of the learning solutions delivered and implement corrective actions as required

**2. Customer Relationship**

- a. Advocate customer voice, training needs and priorities into Amadeus to ensure the best service to customer
- b. Identify and translate Customer's functional knowledge gaps into engaging and value-added learning programs (short/mid and long-term)
- c. Monitor and ensure effective delivery of the learning programs/solutions in a timely manner