

SERVICE OFFICE ADMINISTRATIVE SUPPORT



We are an extension of your team.

Our specialty is providing technology-based services that are custom configured around the way you do business. We provide fully trained, career-focused individuals eliminating your need to recruit, hire, train and maintain the resources for performing all administrative tasks associated with your service company. We help your company build strong relationships with your customers by eliminating abandoned calls, providing quicker response times, and keeping your customers informed with messaging personalized for your service company.



Never worry again about absenteeism, workman's compensation, benefits, or the labor board. Just concentrate on delivering exceptional in-home services, growing your service revenue, and increasing your bottom line.

Each JPO Agent includes the following:

- Computer/telephone hardware and software including Microsoft 365
- Bamboo HR - a tool used to keep track of your agents HR information
- KRISP - high end software removes background voices, noises and echo from phone calls
- Time Doctor- time and productivity tracking software including screen captures during work hours
- Beyond Trust - cyber security access to all your portals (logins are not given to agents)
- Industry and your Business Management System training
- Salary, Regularization and first year increase including night shift differential
- Mandated Government Benefits including 13th month Pay

Our Business Process



Recruitment

Finding highly skilled employees can be both time consuming and costly.

Our professional team member recruitment process is specifically tailored to the services we provide and your individual business needs.

We hire only career-focused, creative, passionate professionals who are eager to learn with a strong desire to provide our clients with premier support.



Interview and Decide

It's your choice; you can take our shortlist of qualified candidates and select your team members or simply leave the decision process to our experts. Our recruiting specialist has been interviewing job candidates for numerous organizations throughout the years so we select only the right people to put them in the right position on your team.

No matter your need, we'll get talented candidates who can meet it.



Training

We take team member training seriously.

Every new team member is put through a comprehensive 4-week training program starting with an Intense culture and communications curriculum specifically curated for each locale they will support.

This is followed by a rigorous service and repair industry introduction and account specific training with comprehensive testing for the exact support role that will be provided to our client.

Upon successful completion, the team member is fully prepared to deliver the highest level of service.



Implementation

Nexus, our proprietary communication platform reforms contact center operations by offering a comprehensive multi-channel platform that seamlessly integrates various communication channels. From SMS messaging to chat interactions to phone calls and beyond, Nexus enables efficient management across all channels. Its automation features, including proactive callbacks and intelligent task routing, drive productivity and customer satisfaction.

Moreover, Nexus empowers managers with real-time insights into agent activities, task statuses, and customer interactions through its intuitive dashboard, facilitating informed decision-making and proactive intervention. Nexus transforms business operations with every call.



Your New Team

Once the official implementation is concluded, your account manager and new team member(s) will follow a mutually agreeable communication cadence to do the following:

- Find ways to continue establishing your confidence in the services provided
- Notify you of any milestones achieved and tasks completed
- Ask for feedback to identify opportunities for improvement
- Provide guidance on how to use our proprietary software for tracking data points to give you a comprehensive overview of how your team is meeting your goals.