



Job Title	Contractor Relations
Reports To	Chief of Staff
Salary Range	\$17.50 – 22.50/hour full time
Exempt/Non-Exempt	Exempt
Department	
Summary	This position will interface with roofing contractors and users of RCS. This position will be responsible for managing and maintaining the R-Club, R-Club communications, assist contractors in navigating and utilizing RCS, user assistance and customer service. This position will also conduct sales outreach for the R-Club and support sales for all RoofersCoffeeShop services.
RCS Core Values	<ul style="list-style-type: none"> • RCS Crew - Being part of the RCS Crew is to work in an environment that constantly uplifts, challenges and listens. No one person is more important than another with every crew member accountable to the overall crew success. Crewmates are humble working through teachable moments for themselves and others in a drama- free workplace. By embracing an unpretentious and respectful attitude, the inner strength of every RCS Crew member is reflected in the crew as a whole. • RCS Power - An RCS Crewmate is an adaptable partner always striving for balance and mutual trust. The power of RCS comes from investing in our crew as they evolve in their career and by providing opportunities to learn and grow. The Power of an RCS Crew member is their ability to adapt to a new situation, working as a part of a crew to accomplish what needs to be done while never losing sight of their true priority - taking care of themselves and loved ones. • The RCS Experience - Crew members, partners, contractors and everyone who interacts with RCS will feel respected, welcomed, wanted and valued. They will be inspired by the crew’s passion for their success and carry that through to their own lives and businesses. A true partnership, the RCS experience is built around honest, authentic conversations with full transparency into goal achievement. • On-it! - RCS Crew mates who are “On-it!” understand there is a sense of urgency with all tasks and are equally responsive to messages, problems and inquiries from both customers and coworkers. “On-it!” crew members are tenacious – determined to succeed, see tasks through to completion and solve problems big and small. They are communicative about their time, questions, capacity and concerns. <p>All employees of RCS will have demonstrated a commitment to the above core values.</p>
Primary Responsibilities	<ul style="list-style-type: none"> • Oversees all R-Club operations. <ul style="list-style-type: none"> ○ Creates and maintains member directories ○ Communicates with contractors and R-Club members clearly

	<ul style="list-style-type: none"> • Responds to email inquiries and answers the phone to provide excellent customer service. • Coordinates and prepares for tradeshow around the country.
Supervisory Responsibilities	<ul style="list-style-type: none"> • None
Education	<ul style="list-style-type: none"> • An associate degree or equivalent experience in customer service and event coordination
Knowledge, Skill and Experience Required	<ul style="list-style-type: none"> • 2+ years of experience in customer service, sales, and/or event coordination • Knowledge of roofing products or a demonstrated history of being able to quickly learn • Strong relationship-building skills and experience • Excellent organizational skills • Great written and verbal communication skills • The highest degree of professionalism • Proficient in Microsoft Office Suite i.e. Outlook, PowerPoint, Word, Excel
Knowledge, Skill and Experience Preferred	<ul style="list-style-type: none"> • Roofing industry knowledge and relationships • Technology sales and training experience • Basic website design and editing
Working Conditions & Physical Demands	<ul style="list-style-type: none"> • Remote office • Must use own computer and phone • Occasional travel will be required