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3275 N McDonald St McKinney TX 75071

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Toll Free: 855.ZIONFIRE (946.6347)

Phone: 469.ZIONFIRE (946.6347)



## **Position: Receptionist / Customer Service Representative**



**Location:** McKinney, Texas (Office-Based)



**Schedule:** Monday – Friday, 8:00 AM – 5:00 PM



**Starting Pay:** \$17/hour — with regular reviews and raise opportunities



**Includes:** Paid training, performance bonuses, benefits, and growth path



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### **Job Description**

Zion Fire Protection is hiring a **Receptionist / Customer Service Representative** to be the first voice and face of our fast-growing company. We are looking for a **friendly, professional, and organized person** with **strong communication and people skills** who is excited to help customers and support our sales and field teams.

If you have experience in customer service, admin, or sales — great. If not, we'll **train you**. You'll work in a supportive environment, learn how our fire protection business works, and grow into a higher role in administration, estimating, or sales support.

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### **✂ Key Responsibilities**

- Answer phones and greet office visitors with professionalism and care
- Respond to customer inquiries via phone and email
- Input customer info and service requests into our system (ServiceTrade)
- Assist with scheduling, job follow-ups, and billing coordination
- Support the sales team by creating quotes and communicating with clients
- Help organize project folders, permits, and AHJ paperwork
- Maintain a clean and professional front office environment
- Be ready to learn and grow into more responsibility over time



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### **Qualifications**

- Strong verbal and written communication skills
- Friendly, approachable, and organized



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- Able to multitask, prioritize, and follow up on tasks
- Willing to be trained and coached
- Familiarity with email, Google Docs, and basic software
- Any background in construction, fire safety, or sales is a plus
- Bilingual (Spanish/English) is a **plus**, but not required

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## What We Offer

- Starting pay of \$17/hour with growth opportunity
- Performance-based raises and bonus potential
- **Company-paid training** on systems, fire protection basics, and admin tasks
- Health insurance, paid holidays, and PTO
- Friendly office culture and supportive leadership
- Opportunities to move into sales support, estimating, or office management


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## Your Future at Zion

This is more than just answering phones — it's a doorway to a meaningful career. You'll represent a company that protects lives and properties, and you'll grow personally and professionally. At Zion, we help people move forward — and we reward dedication, reliability, and leadership.

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## How to Apply

 Email your resume to [careers@zion.us](mailto:careers@zion.us)

 Call or text: **855-ZIONFIRE**

 Apply online: [www.zion.us/careers](http://www.zion.us/careers)