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# ELEMENTS TO INCLUDE IN A JOB LISTING

## Benefits:

Applicants are looking for companies that value them and offer benefits, so be sure to list them to stand out.

### Pro Tip! A Little Something Extra:

*Do you offer something fun for employees outside of standard benefits that would be exciting to add? This is a great way to include something extra enticing for candidates and show off your culture simultaneously. Share additional employee activities like holiday parties, team competitions, or charity work.*

## Qualifications:

This should list the education, skills, and experience necessary for the position. To attract suitable candidates, be clear about what you're looking for.

**Pro Tip! Be Transparent:** *We want to attract the right candidates, so give them the information they need to make an informed decision.*

## Conclude with a Thank You:

Sign off with a welcoming message to your applicants. This is another chance to make an impression by showing them the nature of your company and what you provide for others.

### Pro Tip! Application Instructions:

*Specify how to apply for the job, including any necessary materials and deadlines. Give candidates everything they need to apply successfully.*

## CUSTOMER SERVICE REPRESENTATIVE

**FULL TIME** 📍 Anywhere, USA Up to \$25/hourly

### What Does Cloud9 Customer Service Solutions Offer You?

Competitive pay plus bonus opportunities  
Monday – Friday work schedule, no late night or weekends  
Health, Dental, Vision, Life Insurance, and Disability plans  
Generous Paid Time Off (PTO) program including paid holidays and volunteer time  
Retirement plan with 100% employer match up to 6% and immediate vesting  
Team parties every Friday afternoon!

### As the face of our company, here's what you'll do:

- Respond to customer inquiries and complaints via phone, email, and chat
- Resolve customer issues in a timely and satisfactory manner
- Maintain accurate records of customer interactions and transactions
- Identify and escalate issues to management as needed

### Customer Service Representative Position Overview:

We are seeking a customer service representative to join our team and provide top-notch service to our customers. The ideal candidate will have excellent communication skills and be able to handle various customer inquiries and complaints in a professional and friendly manner.

### Qualifications:

- High school diploma or equivalent
- 1+ years of customer service experience
- Excellent communication skills, both written and verbal
- Ability to handle multiple tasks and prioritize effectively

### There's never been a more exciting time to join our team!

At Cloud9 Customer Service Solutions, we are dedicated to providing top-notch customer service to all our clients. We strive to go above and beyond for every customer. As a company, we live and breathe three things: Customer satisfaction, innovation, and integrity!

Our team is made up of skilled and friendly customer service representatives ready to assist with any inquiries or issues, and we can't wait for you to join us. Our world-class culture is something we pride ourselves on! Our shared purpose is to help businesses grow by supporting happy customers.

Thank you for considering helping us grow our fantastic team. Please apply using the link below and follow the prompts to upload your resume. We look forward to working with you!

## Title and Summary:

Clearly describe the job title and location, as these are two of the most important things candidates are looking for. Also, list the salary an applicant can expect and if the position is full-time or part-time. We want to give applicants all vital information upfront.

**Pro Tip! Use Relevant Keywords:** *Include common keywords and phrases in your job posting so that when job seekers are looking, they find your company. Don't forget to include alternate job titles that could describe the same position!*

## Overview and Responsibilities:

To attract ideal candidates, always outline the specific tasks and duties the employee will be expected to perform. We want the best people to apply, so clarity about what the job entails is essential.

**Pro Tip! Make it Personal:** *Applicants want to join a team and be part of something, so to stand out from the rest of the job boards, get a little personal and sound welcoming in your language. Feel free to let your brand's personality come out.*

## "About Us" Company Information:

Aspirational storytelling is key. After you've given the potential candidates the information about the role and what to expect, tell them about your company! What you do, how it's done, and a little about your team goes a long way to prospective candidates. Don't forget that the applicants are looking for what they want in a job, too!

**Pro Tip! Share Company Values and Culture:** *Allow candidates to know about your core values, mission, community involvement, or company culture to attract talent that will fit right in.*

# 6 Ways to Try Recruitment Marketing



## TRY RADIO ADS

Promote your job opening on local radio to let the community know you're hiring. Radio has a broad reach and trusted hosts that audiences love.



## POST ON JOB BOARDS AND CAREER WEBSITES

This is a quick and easy way to reach a large pool of job seekers.



## UTILIZE SOCIAL MEDIA

Share your job opening on your company's social media accounts and encourage your employees to share it as well. LinkedIn is a particularly good platform for job postings.



## ATTEND LIVE EVENTS

Attend industry events, conferences, and job fairs to network and promote your open positions. You can even host your own open house where potential candidates can learn more about your company and the open position.



## CONSIDER TARGETED ADVERTISING

Place targeted ads in industry publications or on websites that are popular with your target candidate pool.



## SEND AN EMAIL BLAST

Use your email list to tell everyone your company is hiring along with a call to action for applicants.