

ROCKFORD CORPORATION

At Rockford Fosgate, we make high-performance audio gear for cars, trucks, SUVs, motorcycles, boats, and off-road vehicles. We want to take our tunes anywhere...and we know everyone else does too!

We are looking to add a member to our Customer Service Team. This is an important and challenging position and we are looking for an individual that is highly motivated to assist and support sales, customer service and warranty teams. The right person for this position is someone who has a passion for music, and working with our enthusiastic dealers and consumers. If you crave a challenge, then give us a shout about joining our team today!

JOB DESCRIPTION: Customer Service Representative

Receives incoming calls from dealers, reps, and end users for return authorizations and other Customer Service issues. Processes In- Field Destroy Forms (IFD) via mail and faxes. Assists in providing sales support with order tracking, inventory look-up etc. Other duties as assigned

KEY RESPONSIBILITIES:

- Responds to inbound telephone calls and customer inquiries.
- Creates Return Authorization numbers and answers inquiries regarding status of Return Authorizations.
- Knowledge of current and past Rockford products.
- Process orders, track shipments, look-up inventory status.
- Use in-house computer programs for critical job functions: Oracle, Customer Care, Outlook, and MS Office programs.
- Other duties as assigned.

QUALIFICATIONS:

- Requires high school diploma or equivalent.
- Must be organized and accurate.
- Ability to effectively communicate with customers diplomatically and tactfully while under pressure.
- Excellent written and verbal communication.
- Problem solving and basic math skills.
- Basic PC skills, knowledge of Microsoft Office Tools: Excel, PowerPoint, and Word.
- Background in call center / customer service a plus.
- Fluent Spanish a plus.

Interested applicants send resume and cover letter to jobs@rockfordcorp.com