

ROCKFORD CORPORATION

Do you have an Ear for Audio?

At Rockford Fosgate, we make high-end audio gear for cars, trucks, SUVs, motorcycles, boats, and off-road vehicles. We want our Audio systems to be enjoyed no matter what type of vehicle you drive. Music is the cornerstone of our company, it fuels our passions and drives us to always deliver the best experience to our customers.

We are adding a member to our Customer Care Team. That person is looking for a new challenge and is excited to share their experience to bring our Customer Care group to a new level. This is an important and highly visible position within our company, so we are looking for an individual that is personable, enthusiastic, and can think quickly and creatively with customer satisfaction in mind. This person is motivated and able to articulate goals and plans supporting customer service and warranty teams. The right person for this position is a fanatic about customer satisfaction and enjoys team interaction.

Sounds good doesn't it!

Long story short, keeping our people happy, challenged and engaged in the business of delivering a fantastic music experience is our goal. We are eager to show you why Rockford is the perfect place to build your career.

JOB DESCRIPTION: Customer Care Specialist

Communicates with customers in order to determine their needs and then creatively works within the companies process flow in order to exceed their expectations.

RESPONSIBILITIES:

- Respond to issues, and escalations, accurately and professionally in a courteous and attentive manner with minimum supervision.
- Responds in a timely manner to all requests, including inbound telephone calls, sales orders, customer inquiries, warranty requests for return authorization, inquiries regarding status of warranty claim, order, shipment, and inventory availability.
- Act as a SME (Subject Matter Expert) for all customer related facing process.
- A collaborator: be able to interface with other departments or team members to work on a resolution.
- Coordinate with Care leadership on sensitive issues to be sure the customer is receiving the appropriate resolution.
- Works well in a Team environment. Capable of rapid change, process oriented, yet flexible. Capable of working with teams to implement new/improved approaches to customer experience.
- Positive attitude with a passion for high attention to detail including analysis, paperwork completion and data input.
- Recognize customer needs with the ability to assist within the department protocol.
- Ability to build relationships and collaborate with colleagues
- Ownership of issues through to resolution including timely follow-up with the customer.
- Maintain fluency of general workflow by regularly performing service functions via the following methods: (phone, tickets, forms, email)
- Recommend opportunities to drive process improvements that will positively impact the clients experience.

QUALIFICATIONS:

- Requires high school diploma or equivalent.

- 3 + years of customer service or call center experience.
- Ability to handle complaints and unhappy customers with ease - always exhibit a pleasant, patient and friendly attitude
- Strong written and verbal communication skills: ability to communicate clearly, appropriately and professionally to clients/internal audience at all levels.
- Expert problem-solving skills – identifying root causes, customer needs and providing solutions quickly and efficiently in real time.
- Highly developed sense of integrity and commitment to customer satisfaction
- Demonstrated passion for excellence with respect to treating (and caring) for customers
- Positive attitude, reliable with good attendance and punctuality, operational know-how, team spirit, and commitment to the job
- Customer obsessed
- Background in call center / customer service experience, hospitality a must.

Got these? Even Better:

- Foreign language skills – Spanish.
- Experience using MS Office Suite: Excel, Word, Power Point and Outlook. In-house programs
- Previous experience with CRM platforms

And of Course, the Perks!

- Paid Time off – Choose how your time is spent
- Benefits for being a Full-time Employee
- 401K with Rockford match
- Health, dental and eye care subsidized by Rockford
- Conveniently located near ASU and public transportation routes (101 freeway/University)
- Casual dress code, with an open office environment
- Company-wide team events
- Awesome employee purchase prices to update the Audio system for your vehicles
- Continuous learning and cross-department connections
- No weekends required!

Rockford Corporation is an equal opportunity employer and values diversity in the workplace.

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