

ROCKFORD CORPORATION

Rockford Fosgate, a high performance car audio company is looking to add a member to our Inside Sales Support Team. This is an important and challenging position and we are looking for an individual that is highly motivated to assist our sales managers and support our customers.

JOB TITLE: Inside Sales & Customer Support Rep

JOB SUMMARY:

Responsible for providing a high level of sales and customer support in order to improve customer satisfaction and improve customer retention levels. This includes multiple functions (processes orders, processes return authorization requests, tracks orders, addresses general inquiries) in order to facilitate a quick response to dealers, sales reps, distributors and end user customers. Assists in solving customer service questions from dealers, sales representatives, authorized distributors and end user customers while striving to create a positive customer experience that enhances loyalty to the company.

ESSENTIAL JOB FUNCTIONS:

- ◆ Provides sales support, processes orders, processes return authorization requests and addresses general inquiries to facilitate a quick response to dealers, sales reps, distributors and end user customers by responding through verbal communication, written correspondence, fax or e-mail.
- ◆ Enters orders for domestic and/or international customers.
- ◆ Coordinates with finance planning team to facilitate international and domestic sales programs such as rebates, co-op, promo, and special negotiated accounts
- ◆ Preserves ongoing distribution / dealer relationships and communications. Addresses distribution / dealer queries and resolves their requests
- ◆ Provides support to the International and/or Domestic Sales Managers.
- ◆ Place outbound calls to dealers to encourage them to re-order products, increase POs to freight level, and participate in monthly programs.
- ◆ Interfaces with Oracle to check inventory status, and other sales & customer service related activities.
- ◆ Interfaces with other departments as needed (shipping, sales, credit, ITS, quality, finance) to insure customer service levels are met.
- ◆ Maintain knowledge of all current products to provide support and make recommendations on model mixes for customers.
- ◆ Takes an active part in group process improvement teams.
- ◆ Represents company at trade shows and dealer events as needed.

JOB QUALIFICATIONS:

- Self-motivation, attention to detail, follow through and quality focus are requirements.
- Requires excellent verbal communication skills, must give direction clearly.
- Excellent PC skills required as well as general knowledge of Microsoft Office products
- Must be able to deal with customers diplomatically and tactfully while under pressure.
- Problem solving and basic math skills are necessary.
- Positive attitude, flexibility and team success orientation are necessary.
- Ability to work in a team atmosphere.
- Prior customer service, sales, or retail installation experience in 12V audio required.

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