

ROCKFORD CORPORATION

JOB DESCRIPTION

JOB TITLE: Technical Service Rep

JOB CLASS: Non-Exempt

JOB SUMMARY: Solves product application questions and issues for all Rockford products. Answers phone calls, emails, and chats from dealers, sales representatives, distributors and end-user customers regarding product specific questions and issues. Assists with system designs and enclosure specifications. Works with New Product Development and Engineering departments on testing new products as well as reporting technical feedback. Works with other departments on a variety of tasks as needed.

ESSENTIAL JOB FUNCTIONS:

1. Answers technical support questions from dealers, sales representatives, distributors and end-user customers.
2. Diagnoses and resolves customer issues by evaluating and analyzing the symptoms.
3. Assists with system design and enclosure specifications for dealers and end-users using technical software, application guides, etc.
4. Helps develop and maintain support materials for technical customer support.
5. Maintains knowledge of all current and past Rockford Corporation products.
6. Interfaces with other Rockford Departments (Marketing, Sales, MIS, Customer Service, New Product Development and Engineering).
7. Responds to inquiries from end-users posted on the Web function of the company's Web site.
8. Tracks product and customer information via department database for monthly reports.
9. Helps with special projects as assigned by department head including in-car testing.
10. Use of computer programs for job functions: Microsoft Outlook and Excel, and Oracle.
11. Representative will also perform other related work duties.

JOB QUALIFICATIONS:

- Must have five years' experience in car audio installation.
- Technical knowledge of car audio electronics, speaker enclosure designs and installing preferred.
- Prior customer service experience in car audio industry highly desired.
- Requires high school diploma or equivalent.
- Excellent customer-focus and effective listening skills.
- Proficient oral, written communication and presentation skills.
- Must be able to deal with customers diplomatically and tactfully while under pressure.
- Self-motivation, attention to detail, follow through and quality focus are requirements.
- Problem solving, troubleshooting and basic math skills are necessary.
- Excellent PC skills required as well as general knowledge of Oracle and Microsoft Office products.
- Ability to work in a team atmosphere and must have multi-tasking capabilities.
- Positive attitude, flexibility and team success orientation are necessary.

The above statements are intended to describe the general nature and level of work being performed. They are not intended nor to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.