



## Customer Service Representative

### **POSITION SUMMARY:**

Provide efficient, courteous assistance and service to our Warehouse Distributors, their customers and consumers.

### **PRINCIPLE DUTIES:**

1. Customer contact/communication via, telephone, fax, email, mail, Internet, and at times in person.
2. Answer inbound calls ranging from 75-100+ calls per day.
3. Research and resolve customer concerns and problems within established guidelines.
4. Assist customers with vehicle installations and technical issues.
5. Act as a liaison between customers and various departments.
6. Daily computer file maintenance to include but not limited to:
7. Order entry and proof reading.
8. Input information in the computer system.
9. Process Return Material Authorizations (RMA's) within established guidelines.
10. Communicate with all areas of Bestop, including any and all feedback from customers.
11. Follow-up on any open customer issues.
12. Daily and weekly filing as needed.
13. Special projects as needed.
14. Participate in product reviews and installations.

### **MINIMUM QUALIFICATIONS (KNOWLEDGE AND ABILITIES REQUIRED):**

1. Strong verbal and written communication skills.
2. The ability to manage multiple tasks on a daily basis.
3. Ability to use ten key by touch.
4. Basic computer knowledge is required.
5. Strong Organizational skills.
6. Product/vehicle knowledge or the ability to learn about products and services at Bestop.
7. Familiarity with Jeep vehicles and products would be an asset.
8. One year customer service experience conducting service over the telephone.
9. Team work skills and experience.
10. High School Diploma or equivalent.

### **WORK ENVIRONMENT/PHYSICAL REQUIREMENTS:**

1. To sit for extended periods of time.
2. Office and manufacturing environment.
3. Ability to use hand and power tools for product installations.
4. Ability to lift or move up to 50 lbs.

This is a full-time, day shift position. If interested, please submit your resume to [BestopHR@bestop.com](mailto:BestopHR@bestop.com).