

# ROCKFORD CORPORATION

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Rockford Fosgate, a high performance car audio company is looking to add a member to our Inside Customer Support Team based in Tempe, AZ. 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. Rockford Corporation offers competitive salaries and great benefits.

**JOB TITLE: Customer Support Representative**

**JOB SUMMARY:**

Responsible for providing a high level of customer support in order to improve customer satisfaction and improve customer retention levels. This includes multiple functions (processes orders, processes return authorization requests, processes orders, initiates and 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 support to all sales members, 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 parts and misc items.
- ◆ Preserves ongoing distribution / dealer relationships and communications. Addresses distribution / dealer queries and resolves their requests
- ◆ Strong phone skills are needed for incoming requests, from dealers and consumers.
- ◆ 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.
- ◆ Strong computer skills with ability to mulit task between functions.

**JOB QUALIFICATIONS:**

- Self-motivated, attention to detail, follow through and quality focus are required.
- 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 12V audio installation experience is 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](mailto:jobs@rockfordcorp.com)