



## Customer Service Representative

### **A little bit about Diamond C:**

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a 900+ team members strong company. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX, Diamond C continues to strive to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

### **Overview**

At Diamond C, our purpose is to fuel the growth and success of our team-members, customers, and community abroad. We're committed to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. As the Customer Service Representative you will engage with our customers and prospects by supporting them throughout their DC journey through different types of online platforms. The role will build effective relationships with end users and different functions in the organization while having a strong focus on our foundational “Do Work, Love Strong” culture.

This position is located in Mt. Pleasant, Tx.

### **Responsibilities:**

- Responding to all customer inquiries, concerns, and comments posted to the company's social media platforms.
- Be the main point of contact for customers wanting to engage with the company via social media, email or phone.
- Follow up with end users when needed to ensure they were taken care of and when a survey is submitted, via email, phone.
- Manage all expense reports for Part Sales Warranty.
- Manage and create reports and follow trends based off of customer feedback & surveys.
- Troubleshoot over the phone, email or social media with end users when they are experiencing issues with their trailer.
- Will operate in Delmia/Quick-base to process shipment orders, parts sales warranty & dealer claims.
- Ensure that EXTRAordinary care and customer support is provided and available to all customers.
- Follow-up and provide shipping statuses on claims or parts on order via email, phone.
- Create Raving Fans!

### **Key Characteristics:**

- Excellent and efficient communication skills including active listening.
- Understand DC's vision and purpose.
- A servant's heart-- empathetic and happy to help people!
- Must be highly familiar with every DC model and its options and functions.
- Able to successfully navigate conflict conversations and find win/win solutions.
- MUST have proficient computer skills with the ability to learn new software.
- Basic Excel skills.
- Knowledge of, or ability to learn, product, service, or area of customer service specialization.
- Ability to navigate through and keep up with our social media platforms.

### **Education and Experience:**

- Customer service experience required.
- Some experience with the product or service to be able to give appropriate feedback.

### **Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

*We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.*