

OFFICE POSITION



Customer Care Specialist

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational “Do Work, Love Strong” culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We're dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This position reports directly to the Sr. Customer Success Leader. This role is located in Mount Pleasant, TX 75455

Shift & Schedule: Monday-Friday 8:00am-5:00pm

Purpose:

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.

Responsibilities:

- Deliver responsive customer support via phone, email, social media or live chat, addressing inquiries, resolving issues, and escalating complex problems to ensure high customer satisfaction.
- Efficiently manage customer orders, process changes and cancellations accurately, coordinate with logistics and warehouse teams for timely delivery, and provide regular updates on order status.
- Resolve customer complaints with empathy and professionalism, investigate issues, propose solutions, ensure follow-up for resolution, and maintain detailed records in CRM systems.
- Act as the main point of contact for customer engagement via social media, email, or phone, responding to inquiries, concerns, and comments.
- Develop and maintain extensive knowledge of company products and services, educating customers on features, specifications, and opportunities for recommending or upselling products.
- Collect, analyze, and act on customer feedback to drive improvements, collaborating internally to implement enhancements and advocate for continuous improvement.
- Maintain accurate records of customer interactions and transactions, generate reports on customer care metrics, analyze trends in customer issues, and provide strategic insights to management.
- Engage in ongoing training to stay updated on product knowledge, customer service skills, and company policies, while sharing best practices to enhance team performance.
- Ensure adherence to company policies, procedures, and service standards in all interactions, conduct quality checks on customer care processes, and uphold data protection and confidentiality guidelines.
- Follow up with end users to ensure satisfaction and manage surveys, expense reports for parts sales warranty, and troubleshoot issues via phone, email, or social media.
- Utilize Delmia/Quick-base for processing shipment orders, parts sales warranty, and dealer claims, providing shipping statuses and creating positive customer experiences ("Raving Fans").
- Support sales team to improve overall experience and drive department goals.

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Qualifications:

- Minimum of 2-3 years of customer service experience, with a strong preference for candidates with experience in processing warranty claims and handling trailer-related products or services.
- Familiarity with HR or reception duties, as this role will involve backing up front desk operations.
- Spanish preferred but not required.
- Excellent communication skills, including active listening, with a servant's heart and empathy for helping people.
- Understanding of DC's vision and purpose, and familiarity with all DC models, options, and functions.
- Proficient in conflict resolution, finding win/win solutions, and adept at learning new software and basic Excel.
- Knowledge of or ability to learn product/service specifics and navigate social media platforms.
- Customer service experience, along with some familiarity with the product/service for providing appropriate feedback.
- Comfortable working prolonged periods at a desk, using a computer, and occasionally lifting up to 15 pounds.

Benefits

- Medical
- Dental
- Vision
- Long and Short Term Disability
- Employer Paid 25K Life Insurance
- Other Supplemental Policies
- Paid Maternal/Paternal Leave
- 401(k) & Company Match
- Scholarship