

OFFICE POSITION



Customer Resolution 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 Resolution Specialist you will be responsible for investigating and resolving manufacturing issues and product defects, managing warranty submissions, and providing technical support to our customers. You will play a crucial role in ensuring customer satisfaction by effectively addressing inquiries and concerns by providing EXTRAordinary service while maintaining a strong focus on our foundational “Do Work, Love Strong” culture.

Responsibilities:

- Investigate and resolve manufacturing issues and product defects reported by customers.
- Manage warranty submissions and evaluate claims for eligibility based on established criteria.
- Provide technical support to customers and troubleshoot product-related issues via phone, email, or other communication channels.
- Communicate with customers in a professional and empathetic manner to understand their concerns and provide effective resolutions.
- Identify opportunities for process improvement in customer service and warranty handling procedures.
- Implement enhancements to streamline operations and enhance customer satisfaction.
- Maintain accurate documentation of customer interactions, issues reported, and resolutions provided.
- Train and support customer service and technical teams on product knowledge, warranty procedures, and customer handling best practices.
- Ensure compliance with company policies, procedures, and quality standards throughout the resolution and warranty processes.
- Facilitate swift and accurate processing of claims, from initial response to full resolution, utilizing the system and various communication channels.
- Seek for common ground with each dealer or end user interaction to create a win-win situation. Ensure they see support while ensuring we follow the process. Find ways to support if not within the warranty policy.

Qualifications:

- Bachelor's degree in a relevant field or equivalent practical experience.
- Proven experience in customer service, technical support, or warranty management role preferred.
- Strong analytical skills with the ability to investigate and resolve complex issues efficiently.
- Excellent communication skills, both verbal and written, with a customer-focused approach.
- Ability to work independently and collaboratively within a team environment.
- Detail-oriented with strong organizational and time management skills.
- Proficiency in using CRM software and other relevant tools for documenting customer interactions and managing cases.

Benefits

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

Acknowledgement - I agree and accept the offer and responsibilities as stated above:

Print Name: _____

Date: _____

Signature: _____