

Position: Customer Service Level 1
Reports To: Customer Service Manager

Company Overview

Founded in 1984, Aqua-Hot Heating Systems, Inc. is one of the most recognized and trusted brands in the recreational vehicle (RV) industry. We offer premium products that provide RV owners with exceptional comfort while saving fuel, reducing emissions, and adding real value. Aqua-Hot supplies more than 40 original Equipment manufacturers in North America, China and Europe.

Aqua-Hot's Work Ready products provide auxiliary heat for busses, medium and heavy duty trucks, and over-the-road trucks. These products run on the vehicle's fuel, diesel, natural gas, or propane, getting vehicles ready to go and keeping workers warm while reducing emissions and complying with anti-idling laws.

Key Responsibilities:

- A true passion for customer service – feeling satisfaction that you were able to help someone, especially with difficult situations.
- Perform initial troubleshooting.
- Gather basic call information and enter into CRM database.
- Process parts and product orders.
- Educate customers on benefits of Aqua Hot products and identify sales opportunities.
- Respond to customer requests via Phone and Email.
- Ability to investigate and understand a customer issue.
- Outstanding time management and work prioritization skills. You should be someone who enjoys toggling through multiple screens, having a full "to-do" list, enjoy constant contact and talking to many different people each day.
- Be exceptional at diffusing tough situations by using various communications, methods/strategies depending on the audience.
- Demonstrated insight and judgment in knowing when and how to seek help.
- Self-confident with a can-do attitude and keen interest in taking on and surpassing challenges.

Skills and Experience (Required):

- Proficient in Microsoft Office products, Excel, Word, PowerPoint, etc.
- Proficiency in Microsoft outlook
- Experience using CRM tools
- Excellent verbal and written communication
- Type 40 wpm

Skills and Experience Preferred:

- Ability to understand electronic and mechanical components
- 1 to 2 years Customer Service experience

Our Benefit Package Includes

- Hourly Wage
- Medical
- Dental
- Vision
- 401(k) Plan
- Paid Holidays
- Profit Sharing
- Long Term Care
- Educational Assistance