



Customer Service & Warranty Representative

REPORTS TO:

Customer Service & Warranty Manager

JOB DESCRIPTION:

- Provide effective customer service for all Whiting Door customers utilizing knowledge of company processes and products.

WHY WORK FOR WHITING?

- Whiting Door developed the first practical overhead roll-up door for trucks and trailers in 1953. Today, Whiting remains the world's leading designer and supplier in the industry with a full line of dry freight, insulated and specialty roll-up doors, as well as laminated swing doors. Whiting is also a leading manufacturer of custom laminated panels. We currently operate three facilities across the U.S. as well as having licensed affiliates who manufacture under the Whiting Door name around the globe.
- Entrepreneurial culture
- Collaborative team environment
- Low-cost health insurance, dental, vision, and life insurance
- 401k with company match
- Generous paid time off and paid holidays

JOB RESPONSIBILITIES:

Tasks include but are not limited to:

- Receive and respond to customer inquiries into shipments, products and complaints.
- Conduct investigations into customer issues/problems.
- Document all instances of customer issues/problems in the NCR system.
- Report timely feedback to the Customer Service & Warranty Manager regarding issues with product or customer concerns.
- Authorize and process RMA's.
- Address customer issues and ensure effective and long-term problem resolution through corrective actions to support continuous improvement.
- Process and maintain warranty claims and records.
- Perform various other duties and activities as required.

SKILLS AND EXPERIENCE:

- Minimum 3 years experience in Customer Service



- Proficient in the Microsoft Office Suite
- Must possess excellent interpersonal skills.
- Must possess excellent communication skills, both verbal and written.
- Must have strong verbal customer relation skills.
- Must have a mechanical aptitude.
- Excellent project management skills.
- Must be able to work independently in a timely manner.

EDUCATION:

- High school diploma/GED Required. Associates degree is a plus.

PAY:

- \$ 24.25/hour

BENEFITS:

- Employer funded (free) medical, dental, vision and life insurance.
- Paid time off and paid holidays
- 401(k) with company match

PHYSICAL REQUIREMENTS:

- Climate controlled office environment.
- Minimal Physical requirements other than occasional light lifting of boxed materials (10 lbs.).
- Standing, bending, and twisting required for filing and other general office tasks.