

Customer Service Representative

The job of the Customer Service Representative is to provide quality customer service via phone and e-mail by providing technical product support and assist customers with replacement part orders. If you love working with people, enjoy problem solving, and like helping customers find a solution then we are looking for you to join the Spectrum team!

Your Daily Duties and Responsibilities will Include:

- Provide customers with technical assistance for any and all of Spectrum's products.
- Issue Returned Merchandise Authorizations (RMAs) for products returned in accordance with company policy.
- Process customer replacement part orders via phone, e-mail, and the company's web store.
- Generate and maintain the following reports related to customer service and warranty issues as directed by management.
- Communicate customer feedback internally to support product development.
- Facilitate and provide logistical support for issue resolution.
- Support other Customer Service Team Representatives, allowing the team to meet and/or exceed company's goals as established by management.
- Be responsible and professional when representing the company, follow established company policies and procedures and support the company's customer service philosophy.
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Perks & Benefits

- Casual work environment (including attire!) with a fun company culture.
- Regular Monday – Friday hours.
- Regular employee events during work like BBQs, popcorn in the afternoons (yes, we have a popcorn machine), pizza days, birthday celebrations, and more!
- Management has an open-door policy.
- We embrace constant improvement and strive to always find a better, faster way to do things.
- Awesome health benefits (and we help you pay for most of them) –
 - Health insurance
 - Dental insurance
 - Vision insurance (employee paid)
 - Short term disability
 - Long term disability (employee paid)
 - Life insurance
 - Flexible spending accounting (employee paid)
 - Dependent care spending account (employee paid)
- 401k match of up to 4% with immediate vesting.
- Employee discounts on Verizon and Sprint cell phone plans.