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## ***Customer Service Representative***

This is an exciting opportunity to join a global brand in the watersports industry. The customer service representative will work closely with the entire company and its customers in a high paced environment providing outstanding service to a global customer base.

### **Job Overview**

The customer service representative (CSR) position is will work with all departments to achieve great customer care. This includes sales incoming calls, order processing, warranty claims, freight issues resolution, website questions and general customer questions. The CSR will be responsible for providing prompt customer care, making decisions on warranty claims, following up on sales support, organizing internal data, providing product technical support and excellent overall customer care.

#### *Main duties include:*

- Incoming calls
- Customer care cases
- Order processing
- Technical product support
- Sales support
- Warranty claims
- Freight claims
- Online sales support
- Organize data bases

#### *Required skills:*

- 2 years' experience in customer service
- Experienced with kiteboarding
- Strong communications skills
- Ability to provide great customer care in a high paced environment
- Ability to self-start and problem solve
- Well organized
- Strong attention to detail
- Strong knowledge of Microsoft Office (Outlook, Excel)
- High School Diploma or equivalent

#### *Preferred skills:*

- Experience with NetSuite
- Previous customer service job experience
- Experienced in wakeboarding and stand up paddling
- Multiple languages

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