



### **How to Apply:**

Send resume to [jobs@rockwestcomposites.com](mailto:jobs@rockwestcomposites.com) or apply in person at 3392 West 8600 South, West Jordan, UT 84088.

Rock West Composites operates from a 66,000 sq. ft. office/manufacturing facility located in West Jordan, Utah, near Salt Lake City. Rock West fabricates stock and custom composite tubes, plates, rods, angles, shapes, and connectors in addition to offering a variety of complementary products. Our goal is to become the “Home Depot” of Composites, offering a full continuum of services, products and expertise at any or all stages in the customers conversion cycle. As part of its commitment to excellence, we are looking for candidates who want a career working with a rapidly growing company in a fun and fast paced environment.

Rock West Composites is seeking cheerful, articulate, detail-oriented applicants with a desire to help us exceed our customers’ expectations. A Rock West Customer Service Associate is a critical part of our mission to deliver timely, accurate and professional customer service to all customers. This vital position requires a motivated problem-solver who will assist customers via email and phone communication as well as walk-ins.

### **Responsibilities:**

- Answer phones during business hours & returning calls missed
- Reply to common questions using email
- Engage in online chat
- Communicate with customers primarily via phone & email while utilizing software / website to navigate customer accounts, research and review policies and communicate effective solutions.

### **Qualifications & Requirements:**

#### *Communication Skills:*

- Ability to communicate appropriately and clearly with both internal and external customers
- Good comprehension skills-- ability to clearly understand and state the issues customers present
- Good written communication skills-- ability to compose a grammatically correct, concise, and accurate written response

#### *Service Skills:*



- Ability to empathize with and prioritize customer needs
- Excellent customer service skills
- Demonstrable interpersonal skills
- Looks for opportunities to improve knowledge and skills

*Problem Solving Skills:*

- Demonstrable conflict resolution and negotiating skills
- Ability to approach problems logically
- Ability to demonstrate learning and decision making skills
- Ability to determine customer needs and provide appropriate solutions

*Self-Management:*

- Strong time management skills - Ability to effectively prioritize work time to ensure productivity and department standards for time spent
- Action oriented and self-disciplined
- Ability to multi-task

*Education:*

- High School Diploma

*Compensation:*

- Starting at \$12/hr and commensurate with experience

*Schedule:*

- Typical 8am – 5pm
- 40hrs / week average
- Every other Friday off with a 9/80 schedule (36hrs one week, 44 the next)

Why should you want to work with us? Rock West Composites cares about our employees! Not only do we offer great benefits to our full-time employees (9/80 Schedule, Medical & Dental 100% employer paid, Vision, Paid Time Off and 401K match), we offer a fun and friendly working environment!

If you have the commitment to succeed and the desire to join an organization recognized as an industry leader, please submit your cover letter and resume.

Rock West Composites is an Equal Opportunity Employer. It is the policy of the company to provide equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status or any other basis prohibited by state or federal law. Rock West Composites holds employee's safety as a high standard and strictly enforces a No Drug and Alcohol Policy and pre-employment and random drug testing.



If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process, or are limited in the ability or unable to access or use this online application process and need an alternative method for applying, you may contact 801-566-3402 or [jobs@rockwestcomposites.com](mailto:jobs@rockwestcomposites.com) for assistance.