



**How to Apply:**

Send resume to [brooke.evans@rockwestcomposites.com](mailto:brooke.evans@rockwestcomposites.com)

**Job Description:**

Rock West Composites is seeking bright, 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 an action-orientated, flexible problem-solver who will assist customers in expediting orders and correcting post-sale problems. Associates communicate with customers primarily via phone & email while utilizing software / website to navigate customer accounts, research and review policies and communicate effective solutions in a fun, and fast paced environment.

In addition to communicating with customers via phone and email, there will be an occasional plant visit from customers for either picking up orders placed online or simply to investigate using our products.

**Type of Employment:** Full Time

**Benefits:** Medical, Dental, Vision, LTD and AD&D, 401K, Bonus

**Starting Salary Ranges:** Based on Experience

**Responsibilities:**

*This is a list of the general duties the position may be asked to perform, and is not intended to be all-inclusive.*

**Computer Skills:**

- Ability to use a desktop computer system - familiarity with Windows, Microsoft Excel, Microsoft Outlook, and Google Chrome
- Demonstrate understanding of the internet and its navigation
- Excellent typing skills

**Communication Skills:**

- Ability to communicate correctly and clearly with both internal and external customers
- Good comprehension skills-- ability to clearly understand and state the issues customers present
- Good composition 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
- Excellent documentation skills
- Ensures confidentiality of customer data and careful handling of documents, media, and packages
- Looks for opportunities to improve knowledge and skills within the retail Center

**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, able to operate with minimal supervision
- Performs multiple tasks at the same time without error

**Minimum Qualifications and Requirements:**

- High School Diploma
- Desire to speak with Customers daily
- Resilience and patience for handling customer challenges.
- 1+ years of specialized experience
- Organized and detail oriented

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 employees safety as a high standard and strictly enforces a No Drug and Alcohol Policy and pre-employment and random drug testing.