



Customer Care Representative – Vista, Ca

At Solatube International, Inc., we pride ourselves on manufacturing the world's #1 Tubular Daylighting Device. Our ability to accomplish this goal is based primarily on the people we hire. We look for adaptable, self-motivated, passionate, creative team players. If this sounds like you, why not bring your talents and skills to Solatube International?

We are seeking candidates who want to develop a career with Solatube International, Inc. We are seeking talented people who have polished interpersonal communication skills and love to work in a team environment. We are aggressively seeking candidates who demonstrate high energy, a willingness to service our customers and desire to grow within our company.

The Customer Care Representative will respond to customer inquiries over the phone, e-mail, and through our knowledge base. They will process sales orders, refer customers to local dealers and answer product related questions. They will educate customers on product features and benefits to increase sales and customer satisfaction.

This position is a stepping stone into our organization. We are seeking career minded individuals to groom and develop into a career path in sales, operations, marketing and retail.

Responsibilities:

- Answer incoming calls and respond to emails
- Troubleshoot customer concerns and answer technical questions
- Handle returned merchandise (RMA's)
- Acquire New Product knowledge

Requirements:

Ideal candidates will have a combination of the following required skillset and experience

- 4 Year college degree (BS/BA) with an emphasis in Business/Communications/Marketing/Sales
- High Energy
- 1-2 years of telephone experience
- Customer Focused
- Excellent communication skills
- Confident and Results Driven

Benefits:

We offer growth potential for motivated professionals, great compensation, and full benefits including matching 401k, bonuses based on individual performance, dental insurance, medical insurance, pre-tax accounts for health care, paid sick time, and paid company holidays.

* Solatube International, Inc. is an Equal Opportunity Employer. Employment contingent upon successful completion of background investigation. Drug-free work environment. Only candidates whose profiles closely match requirements will be contacted during this search