



We are a customer focused provider of audio solutions. We exceed users' expectations with well thought out design, integration, and service. Our purpose-built products meet our customers where they are at, enhancing their moment with a powerful experience through music.

JOB TITLE

Customer Experience Specialist

Location: Tempe, AZ

Job Summary:

We are seeking a proactive, dedicated Customer Experience Specialist to join our dynamic team at Rockford Fosgate. As a key member of our customer support department, you will be responsible for handling a variety of customer inquiries, including warranty issues, order processing, shipping concerns, and dealer support. You will assist both direct consumers and dealers via phone, email, and chat to ensure their needs are met with efficiency and professionalism. The ideal candidate is passionate about providing exceptional customer service, possesses strong problem-solving skills, and is eager to help customers find solutions.

In this role, you will work cross-functionally with internal teams such as Sales, Tech Support, Quality Assurance, and Shipping to resolve customer issues and facilitate smooth order processing. You will ensure all warranty claims are processed accurately and efficiently, escalate issues as necessary, and contribute to maintaining the highest levels of customer satisfaction.

Key Responsibilities:

- Handle inbound customer inquiries across various channels including phone, email, and live chat.
- Assist customers with warranty claims, processing warranty orders, and tracking issues.
- Work with the Quality Assurance team to escalate and investigate warranty issues for further assessment when necessary.
- Process dealer orders, manage dealer buy-ins, and address any related issues, including shipping and order changes.
- Ensure accuracy in order processing, while maintaining a strong customer-centric approach.
- Provide timely resolutions to shipping issues and discrepancies.
- Continuously track and manage customer concerns to ensure issues are resolved in a timely manner.
- Collaborate with internal departments such as Sales, IT, Finance, and Marketing to improve processes and enhance customer experience.
- Troubleshoot and resolve customer complaints related to products and services, ensuring satisfaction and retaining brand loyalty.
- Maintain detailed records of all customer interactions, follow-ups, and escalations.
- Assist with the development and implementation of policies, best practices, and procedures to streamline customer support.

- Stay current with product offerings, warranty policies, and updates in the audio industry to provide knowledgeable and effective support.
- Provide feedback on common issues to help improve internal systems, product offerings, and customer interactions.
- Proactively reach out to customers when necessary to ensure continued satisfaction and problem resolution.

Qualifications:

- 2-3 years of experience in customer service or customer experience roles, preferably in a technical or product-based environment.
- Experience with warranty claims, order processing, and managing dealer accounts.
- Excellent verbal and written communication skills, with the ability to clearly explain technical issues and solutions.
- Strong problem-solving skills and the ability to handle multiple customer issues simultaneously.
- Proficiency in customer experience software, CRM tools (e.g., Zendesk), ability to quickly learn CRM systems like Oracle.
- Proficiency in full Microsoft suite of products (Outlook, Word, Excel, PPT) expected.
- Comfortable working in a fast-paced environment with shifting priorities.
- Ability to maintain professionalism and composure under pressure while addressing customer concerns.
- Strong attention to detail and accuracy when handling orders, warranty claims, and tracking information.
- High level of organization, motivation, and the ability to manage multiple tasks efficiently.
- A customer-first mentality with a focus on exceeding customer expectations.

Preferred Qualifications:

- Experience in audio, electronics, or similar industries.
- Knowledge of warranty policies, product quality assessments, and order fulfillment processes.
- Familiarity with order processing software and dealer management platforms.
- Experience working with cross-functional teams to resolve customer issues.
- Education:
- High school diploma or equivalent required; Associate's or Bachelor's degree in business, communications, or a related field is a plus.

About Rockford & Benefits

Rockford Fosgate is an equal opportunity employer located in Tempe, Arizona. Join us and thrive in a dynamic office environment where your contributions truly make a difference. Enjoy the benefits of flexibility, competitive pay, affordable healthcare, a 401k match, and a pathway for growth. Interested and qualified applicants are encouraged to send their resume and cover letter to jobs@rockfordcorp.com Visit www.rockfordfosgate.com to learn more about us.