

Position:

Customer Service Specialist

**Get to Know Us:**

Rudy's Performance Parts was founded in 2008 and we pride ourselves in being the industry leader in automotive performance parts and accessories. Here at Rudy's, we are well known for offering the absolute best customer service and product variety in the automotive world. We treat all of our employees like family and offer a casual work environment that not only encourages your best, but also rewards it with endless room to grow.

- Are you looking for a change?
- Are you looking for a career?
- Are you a problem solver?
- Are you a critical thinker?
- Do you want to be recognized for your hard work?
- Do you want the opportunity to truly love coming to work every day?

If you answered "yes" to any of the questions above, then Rudy's is the place for you!

What You'll Be Doing:

- Effectively communicating with customers regarding order status via phone and email
- Following up with customer orders and providing after sale service (tracking, customer satisfaction, returns, etc.)
- Solve order and inventory related issues
- Delegating technical support and non customer service related inquiries to the appropriate departments
- Working directly with other departments within the company, as well as distributors, manufacturers and dealers
- Other miscellaneous customer service and office related duties

What We're Looking For:

- High school diploma or equivalent
- Moderate computer skills (Excel, Word, Gmail, Quickbooks, etc.)
- Ability to think critically with strong analytical skills
- Strong oral and written communication skills
- Strong prioritization and time management skills
- Business acumen with superior communication skills
- Commitment, accountability and great attitude

Benefits:

- Casual work environment
- Competitive salary with annual pay raises and annual bonuses based on performance
- Paid vacation, sick, holidays
- Medical, dental, vision insurance options
- 401(k) retirement plan with 4% company match
- Parts sold at cost

How to Apply:

If you are interested in this position and think you have what it takes to be a part of the Rudy's team, send an email with your cover letter, resume and salary requirements to: tim@rudysdiesel.com. You may also reach out with additional questions that are relevant to this role.