

Join Our Team

The recreational marine industry is in growth mode and Waterfront Brands is the premier manufacturer of waterfront equipment in North America, with offices in Fergus Falls, MN, Claremore, OK, and Fort Lauderdale, FL. The company's flagship brands include ShoreMaster, HydroHoist, and Neptune Boat Lifts; additional brands include RhinoDock, PolyDock Products, ShoreMaster Fabrics, RotoMoldUSA, and HyPower.

Customer Support Representative

The Customer Support Representative position will provide product support, troubleshooting, training, order entry, and more for our dealer network across North America. This specific position will specialize in support of the HydroHoist brand of product line with future support expansion into the overall Waterfront Brands portfolio of products.

Essential Duties & Responsibilities

- Troubleshoot and resolve product problems (issues, defects, and feature requests).
- Field calls from customers and dealers on technical support questions. These calls will include support requests for installation, in-field operation, and in-field breakdowns.
- Identify technical issues and use appropriate troubleshooting steps leading to positive resolution.
- Maintain a friendly service-oriented philosophy with co-workers, other departments, and customers.
- Take ownership of customer issues and follow problems through to resolution.
- Maintain a thorough understanding of how the supported products work and are used by the customer base, how to address known problems, and how to handle unknown problems.
- Proactively and independently develop product knowledge and update relevant technical skills on an ongoing basis.
- Maintain a strong customer service orientation, providing empathetic customer support within established company guidelines.
- Identifies opportunities for improvement, contributes to solutions, and enhance workflow efficiency to improve the customer's experience.
- Become a trusted point of contact for both internal and external customers.
- Use tact and diplomacy to navigate difficult situations and turn them into opportunities for superior customer service.
- Conduct various dealer and internal team training.
- Assist as needed with any warranty issues as it relates to the various division products.
- Maintain end to end responsibility for customer's support needs providing timely, reliable, and courteous service.
- Provide accurate order entries or adjustments into the company's ERP system.
- Maintain thorough and accurate records and document customer service discussions or actions.

Job Qualifications

- Associates Degree or higher preferred but not required.
- Proficiency with MS Office Products preferred.
- Knowledge in CRM and ERP systems a plus.
- Efficiently and accurately enter data and utilize a computer for a variety of sales/customer related activities.
- Excellent communication skills and positive attitude with a strong desire to learn.
- Deal effectively and professionally with a wide variety of people and situations, both pleasant and unpleasant.
- High level of comfort working independently and as part of a team in a customer-driven, fast-paced environment.

*Remote work available dependent upon experience, with training and some travel to corporate and brand offices required occasionally.