



## **Lead Customer Service - Las Vegas, NV**

### **About the Company**

Dapper Lighting is a team of car enthusiasts with a passion for motorsports and the joy of driving. The love for turning wrenches and upgrading our own personal cars led us into our journey to create not just high performance lighting products, but aesthetically pleasing systems that held on to that 'classic' feel. Using state of the art design equipment, Dapper Lighting takes modern lighting technology and pairs it with durable components that guarantee outstanding performance without sacrificing the timeless look of your ride.

Every set of headlamps we sell are handmade in the USA by our team to your specific requests. We confidently stand by our products performance and reliability with a 5-year warranty on most products. If we wouldn't run it on our cars, why would you?

This is what makes us **The Most Trusted Name in Classic Car Lighting.**

### **Job Description**

At Dapper Lighting, we are proud to offer innovative lighting solutions that meet the needs and wants of the classic car customer and market. We are seeking a high energy **Lead Customer Service** Specialist to lead the customer service team in the execution of all daily sales desk functions (B2C and B2B) including;

- Phone, email and social media inquiries, process product orders, quotation follow-up, convey inventory and shipping status updates.
- Ensure smooth resolution of customer product issues, complaints, returns and warranty replacements in a positive, professional manner

- Ensure timely release of daily order information necessary for production to maintain delivery projected schedules.
- Increase sales by recommending/promoting knowledgeable product solutions, performance options, and selling the quality of the company brand.
- Generate B2B sales leads that develop into new business opportunities and long term customer relationships.
- Prepare internal product and customer sales reports to map department performance vs planned deliverables and targeted budgets goals.
- Partner with the engineering and product development team to assist in the transition of new SKU's and the application fitment information necessary to ensure efficient selling integration.
- Coordinate with management in regards to sales promotions periods, targeted ads, media materials, and participation in various classic car shows.
- Train, follow and enforce all company communication procedures, guidelines and policies to maintain an excellent customer experience.

### **Key Traits**

- Punctual, Detail Oriented, Organized
- Self Motivated With Positive Leadership Attitude
- Relationship Building And Customer Facing Confidence
- Ability To Flourish In A Team Oriented Culture
- Flexibility To Multitask And Shift Priorities When Necessary
- Foster Process Improvement And Efficiency Initiatives

### **Skills and Qualifications**

- 4-6 years direct customer service/sales rep in a manufacturing company delivering products through retail and distribution channels.
- Automotive aftermarket or similar component technical selling necessary.
- Minimum 2 year college background.
- Bachelor's degree preferred in a technical or business related discipline
- Military leadership background equivalent exchange for college class work.

- Experience in Zendesk or similar CRM
- Proficiency in Word and Excel

### **Other Information**

- A passion for classic cars is recommended
- Up to 20% travel may be required

### **Job Type**

- Full Time 8AM-4:30PM M-F

### **Compensation**

- \$22-29 per Hour (DOE)
- Up to 2 Weeks Paid Time Off + 10 Paid Holidays