

Product & Customer Service Specialist –

Sky Manufacturing engineers cutting edge 4-wheel drive products. We take the time to innovate products that not only look good, but actually function and improve vehicle performance on and off road.

We are currently seeking someone for our customer service & parts team with knowledge in suspension components on specific vehicle manufacturers including Toyota, Ford, Chevy, Suzuki & Dodge. Experience in the off-road race industry will substitute.

An Ideal Candidate would have experience in a parts or service department of a 4WD/Off-Road Business. However, any customer service job that mixes phone and email in the context of both service work and of product sales will be a benefit.

You will be tasked with:

- Handling customer relationships
- Selling parts
- Managing our inventory & keeping items in stock.
- Assist in design projects – ensuring prototype parts are available and ordered as needed.
- Vendor relationships
- Tech Support

Job Type: Full-time (36-40 Hrs)

Experience:

- Industry relevant: 1 year (Preferred)
- Customer service: 1 year (Preferred)
- Vehicle suspension components: 2 year (Preferred)

Job Duties:

- Answer incoming customer inquiries
- Collaborate with owner to stay updated on new products, services, and policies
- Engage with clients in a friendly and professional manner while actively listening to their concerns
- Offer support and solutions to customers in accordance with the company's customer service policies
- Handling company emails that include customer questions, customer orders, warranties, and shipping issues.
- Other duties as requested

This Job Is Ideal for Someone Who Is:

- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- Open Minded—comfortable working with and applying new ideas

Proficiency in:

- Microsoft Office (Word, Excel, Outlook)

Additional Skills:

We are able to function currently with multiple roles as we are a growing business. These skills are not required but will help further growth within the company.

- Fabrication Skills
- CAD Programs (Solidworks)
- Marketing

Resumes are to be emailed in PDF format to Accounting@skysoffroaddesign.com