



Responsibilities and Qualifications

Job Title: Customer Service Supervisor

Status: Non-Exempt

Department: Sales

Reports to: Sales Supervisor

Location: Petaluma, CA

Position Summary:

Petaluma, California based musical instrument company is looking to hire a qualified applicant to be a part of a growing company. The best candidate will have prior stringed instrument experience, eager to learn an extensive line of great products.

Primary Responsibilities

Oversee growing Customer Service team

Utilize ZenDesk to resolve tickets as well as view and report on the metrics for the team

Maintain department procedures and rollout new ones

Work with all other departments to ensure the best customer experience

Assist dealers and consumers with a range of needs from basic to technical via phone and email

Issue credits and approved team member credits

Issue RMA's and replacement orders

Occasional hands on instrument training and work

Required Qualifications:

Prior experience supervising a customer service team

Experience with stringed instruments

Excellent verbal and written communication skills

Motivated self-starter

Ability to multi-task and work under pressure

Ability to work effectively within a team

Strong attention to detail

Highly organized

Great time management skills

Proficient in Microsoft Excel and Google Sheets

NetSuite and ZenDesk experience a plus

TO APPLY

please send your resume and cover letter to:

careers@kalabrand.com

(Include Job Title in email subject line)