



Aspen Seating LLC

Ride Designs®

a branch of Aspen Seating LLC

8100 SouthPark Way, C400
Littleton, Colorado 80120 USA

phone 303.781.1633

tollfree 866.781.1633

fax 303.781.1722

www.aspenseating.com

www.ridedesigns.com

Customer Relations Specialist

Supervisor:	Customer Relations Supervisor
Hours:	8:30am – 5:00pm Monday – Friday with overtime as needed
Starting Wage:	\$18.84 per hour
PTO/Holidays:	Accrual of 19 days of vacation/sick days and 8 paid company holidays per year once eligible
Other:	Multiple voluntary benefits including medical, dental, vision, insurance (employer participates in medical insurance premium for employee). Eligible for 401K plan with company match after 3 months of full time employment

Summary:

Ride Designs is looking for a full time Customer Relations Specialist to be part of dynamic and compassionate team of customer service experts who make a difference every day.

The primary responsibility of the Customer Relations Specialist is to be the liaison between our valued customers and our company as orders are fulfilled. The ideal candidate will possess a strong work ethic with attention to detail and accuracy while maintaining a friendly, helpful demeanor in a fast-paced working environment. Additionally, having a strong technical and mechanical aptitude is important in this role.

DUTIES INCLUDE (but are not limited to):

- Provide excellent customer service over the phone, and via email in high volume, busy environment with professional phone/email etiquette
- Process incoming quote requests for custom or standard products
- Process orders, both standard and custom
- Oversee order fulfillment and manage ongoing communication of order status to customers, internationally, nationwide and locally
- Process and verify 3D incoming custom seating shapes ensuring all necessary information is included before sending to production.
- Thoroughly learn and understand product information

DESIRED SKILLS & TRAITS INCLUDE (but not limited to):

- Excellent customer service skills
- Able to work independently and be self-motivated, as well as be a great team player
- Have strong communication skills, both verbal and written
- Be empathetic and deal well with a variety of personalities

- Dependable and operates with integrity
- Tech savvy, must have technical aptitude for mechanical understanding of product
- Able to learn quickly, apply critical thinking and multitask effectively

DESIRED EXPERIENCE (includes but not limited to)

- 2 – 3 years of Customer Service experience is required with at least 1 year of experience providing customer service over the phone and email
- Experience using a CRM, comfortable using multiple systems efficiently
- Strong familiarity with Microsoft Office Suites including Outlook, Excel and Access based databases.
- Wheelchair Industry experience is preferred, but not required