

Rockford Fosgate is the leading automotive audio company which develops and markets high performance audio and infotainment products for mobile, motorsports, motorcycle and marine aftermarket and OEM applications. We are searching for a talented , energetic, “hands-on” and seasoned Director of Customer Service. The Customer Service Director will create and drive the strategy for the Customer Service organization to impact and improve customer service satisfaction, process improvements and talent and culture initiatives. The Customer Service team is critical to the entire customer facing value stream - from order entry through returns, warranty related issues and customer and product inquires.

Key Responsibilities:

- Develop and implement forward-thinking strategies to enhance the overall customer experience to drive customer satisfaction and loyalty – B2B and B2C.
- Ensure continuous improvement of processes, systems and communications
- Lead and manage the customer service team, providing guidance, coaching, and support to ensure high performance and achievement of department and company goals.
- Oversee the daily operation of the department including order entry and management, customer inquiries and resolving escalated issues in a timely and professional manner.
- Collaborate with cross-functional teams including sales, marketing and operations to ensure a seamless customer experience and alignment of customer service goals with overall business objectives.
- Identify and assist with the design and rollout of new support systems, reports, tools and service offerings.
- Assist with the logistics and coordination of International Distributor shipments.
- Monitor and assess customer service performance metrics in areas such as response time, first contact resolution rates and customer satisfaction scores.
- At all times, communicate and project the “we care” attitude to all customers through all forms of communication.

Required Skills/Qualifications:

- Proven experience in a customer service management role, with a track record of successful leadership and continuous improvement.
- Excellent communication and interpersonal skills, with the ability to interact with customers, dealers, sales reps, and employees at all levels within the organization.

- Excellent problem solving and decision-making skills with a focus on delivering consistent, efficient and effective solutions.
- Strong analytical, organizational and time management skills, with the ability to prioritize and manage multiple tasks and responsibilities in a fast-paced environment.
- Ability to remain calm and professional in high-pressure situations demonstrating resilience and adaptability in de-escalating situations tactfully and diplomatically.
- Strong computer skills with the ability to quickly learn multiple software systems. Oracle experience is a plus.

Required Qualifications:

- Bachelor's degree in business administration or a related field.
- Minimum 10 years of experience in customer service with at least 3 years in a leadership role.
- Customer Service Certifications are a plus.

About Rockford

Rockford is an equal opportunity employer and values diversity in the workplace. We offer exceptional benefits in a relaxed but fast-paced, customer-centric environment. Our offices are located in Tempe, Arizona. This position does not offer work-from-home.

Interested and qualified applicants are encouraged to send their resume and cover letter to jobs@rockfordfosgate.com