

# ROCKFORD CORPORATION

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Rockford Fosgate, a high performance car audio company is looking to add a member to our Inside Sales Support Team based in Tempe, AZ. This is an important and challenging position and we are looking for an individual that is highly motivated to assist our sales managers and support our customers. Rockford Corporation offers competitive salaries and great benefits.

**JOB TITLE:**                    **Inside Sales & Customer Support Rep**

**JOB SUMMARY:**

The primary objective of the position is to support the Regional Sales Managers in generating sales by communicating over the phone and via email to support the aftermarket audio business. This includes multiple functions (vetting potential dealers, processing new dealer paperwork, orders, return authorization requests, initiates and tracks orders, addresses general inquiries) in order to facilitate a quick response to dealers, sales reps, distributors and end user customers. Assists in solving customer service questions from dealers, sales representatives, authorized distributors and end user customers while striving to create a positive customer experience that enhances loyalty to the company.

**ESSENTIAL JOB FUNCTIONS:**

- ◆ The focus of this position is to support the sales team in growing sales and adding new dealers.
- ◆ Maintain expected daily outbound calls (15+) to authorized and potential retailers to generate new sales.
- ◆ Vet potential dealers, contact potential dealers to follow-up after visit, process new dealer paperwork, and on-board new dealers.
- ◆ Provide sales support, process orders, process return authorization requests and address general inquiries to facilitate a quick response to dealers, sales reps, distributors and end user customers by responding through verbal communication, written correspondence, fax or e-mail.
- ◆ Coordinate with finance planning team to facilitate sales programs such as rebates, co-op, promo, and special negotiated accounts
- ◆ Preserve ongoing distribution / dealer relationships and communications. Address distribution / dealer queries and resolve their requests
- ◆ Provide support to the Sales Managers.
- ◆ Place outbound calls to dealers to encourage them to re-order products, increase POs to freight level, and participate in monthly programs.
- ◆ Interface with Oracle to check inventory status, and other sales & customer service related activities.
- ◆ Interface with other departments as needed (shipping, sales, credit, ITS, quality, finance) to insure customer service levels are met.
- ◆ Maintain knowledge of all current products to provide support and make recommendations on model mixes for customers.
- ◆ Take an active part in group process improvement teams.
- ◆ Building strong business partnership with the retailers and the outside reps.

**JOB QUALIFICATIONS:**

- Self-managing projects from initial conception to completion
- Comfortable working on multiple projects in a fast-paced, deadline-driven environment
- Self-motivated, attention to detail, follow-through and quality focus are required.
- Requires excellent verbal communication skills, must give direction clearly.
- Excellent PC skills required as well as general knowledge of Microsoft Office products
- Must be able to deal with customers diplomatically and tactfully while under pressure.
- Problem-solving and basic math skills are necessary.
- Positive attitude, flexibility and team success orientation are necessary.
- Ability to work in a team atmosphere.

- Prior customer service, sales, or 12V audio installation experience is required.

Rockford Corporation is an equal opportunity employer and values diversity in the workplace.

Interested applicants send resume and cover letter to [jobs@rockfordcorp.com](mailto:jobs@rockfordcorp.com)