



## **Customer Care Representative**

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

*Then, Truma has a place for you!*

### **Who We Are:**

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

### **What We Offer:**

Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules

Challenging and progressive career development

Competitive salaries, travel mileage reimbursements, and excellent health benefits

Simple IRA with Company Match

Best practice PTO policies and paid holidays

Open communication, informal recognition, and team-building events

And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

### **What You'll Do:**

As the Customer Care Representative, you will provide over the phone training and support to customers on product needs, ensuring timely and effective service, to maintain and enhance customer satisfaction.

### **Your Accountabilities in the Role:**

#### **A. Providing Excellent Customer Care to Enhance Customer Satisfaction: 100%**

1. Handles incoming calls for Truma and timely transfers those to the corresponding party to meet the customer's needs.
2. Assists with After Market Customers in setting appointments with the Service Center or Mobile Service Technicians in a timely and efficient way.
3. Provides help desk support for OEM's (Original Equipment Manufacturers), Dealers and end users on general product questions or issues, ensuring accurate and timely service.



4. Provides over the phone basic instructional product support for the dealer service technicians to ensure dealers are up to date and well equipped to handle the servicing and/or troubleshooting as needed with our products.
5. Maintains strong working relationships with GmbH (Truma Germany) Service area to ensure collaboration and open communication throughout the organization.
6. Processes warranty claims for end-users, dealers and OEM customers ensuring these are processed accurately and timely.

*The job criteria may include other duties, responsibilities and activities, which may change or be assigned at any time with or without notice.*

**Position Requirements:**

- A. **Education:** Associates degree in a related field preferred; would consider a High School graduate / GED with direct customer service experience.
- B. **Experience:** 2+ years of experience in Customer Service / Support capacity
- C. **Certifications:** N/A
- D. **Functional Skills:** Strong problem resolution skills, with a technical/mechanical aptitude to learn basic product service, troubleshooting, and support for the Truma products. Ability to handle calls and enter information into a database at the same time. Strong attention to detail with the ability to move efficiently to new calls.
- E. **Technology Skills:** Knowledge of Microsoft Office is required; database experience preferred.
- F. **Language Skills:** Solid verbal and written communication skills required
- G. **Leadership/Behaviors:** Strong customer focus and a sense of urgency is required; ability to build relationships, collaborate on best practices, and provide ongoing support to customers and team members is also important.
- H. **Culture Match:** Reliable and able to work within a close team while possessing individual accountability for the role is key. Teachable and excited to learn.

**Contact us today and learn more about the Truma Family and how we can enhance Your Career!**

**Email: [careers@trumacorp.com](mailto:careers@trumacorp.com)**

**We are an Equal Opportunity Employer**