



## **Sales and Technical Support Representative**

### **Job Description**

#### **Company Description**

Located in Dekalb, IL Wehrl Custom Fabrication is a small but rapidly growing family owned and operated company specializing in the manufacture of high-performance diesel truck components and custom metal fabrication. Our continuing growth provides a special opportunity for the right person who wants to build professional expertise with a developing company. At WCFab we are a team playing group of individuals that take great pride in our reputation for providing the highest quality fabricated parts MADE IN THE USA. In addition to our metal fabrication, we have a top-of-the-line CNC Machining Department, Powder Coating Services, and Installation division which handles the install of our product as well as general maintenance and repair on light duty diesel trucks. To aid in the expansion of our product line and manufacturing capabilities, we will be relocating (still in DeKalb) to a newly constructed state of the art, climate controlled, 112,000 sq ft facility in January 2022.

#### **Position Summary**

This position handles incoming customer calls, emails, and onsite customer interactions when inquiring about parts. Additionally, this role will assist with technical questions or concerns on manufactured and retailed products, helping customers to install purchased materials. The right person will serve as the first point of contact for post-sale customer technical support and pre-sales and will respond to, and resolve, customer concerns in a timely and professional manner. Understanding performance products for the automotive aftermarket industry is ideal.

#### **Roles and Responsibilities**

- Provide exceptional customer service with prompt, accurate and complete information for all communications including inbound phone calls, voicemails, email, social media DMs and walk in customers
- Acquire knowledge of all product lines to ensure subject matter expertise to provide excellent customer service and technical support
- Assist customers with order tracking, ETA requests, missing parts and warranty issues, quote prices, prepare sales orders, and process returns
- Proactively and continuously communicate with Office, Fabrication Department, Engineering, Performance Shop, Powder Coating Shop, and Shipping area to coordinate the creation and delivery of products.
- Other duties as appropriate for the position

## **Qualifications**

- High School Diploma or GED
- Two years of customer service experience preferred
- Comfortable being on the phone answering customer questions & solving consumer issues
- Requires a basic to advanced technical knowledge of diesel trucks and SXS/UTVs
- Automotive enthusiasm is highly preferred
- Able to multi-task, follow-through and stay focused
- Able to work independently, as part of a team, and adapt positively to a changing environment
- Strong written and verbal communication skills
- Proficient using MS Office: Word, Excel & Outlook; internet, and social media
- Basic data entry skills
- Ability to travel several times a year for industry events with overnight travel

**Job Type:** Full time, First shift, M-F

**Pay Scale:** Salary; based on experience.

**Benefits:** 401K with Match, Profit Sharing, Paid Vacation, Paid Holiday, Paid Personal Days, and Health Insurance with Employee Coverage

*The information in this position description is intended to convey information about the key responsibilities and requirements of the position. It is not an exhaustive list of the skills, efforts, duties, responsibilities or working conditions associated with the opportunity. Responsibilities are subject to change.*