



Customer Service Representative

Job Summary

Help us bring Joy to people. That's really what we do. The equipment and products we sell and service help our customers bring a smile to their clients.

Rocky Mountains Distributing (RMD) is a full-service provider and distributor for industry leading restaurant equipment manufacturers including the exclusive distributor for Taylor Company including equipment, parts, and service for all Taylor Restaurant equipment. World class equipment including Soft Serve Ice Cream, Shake, Frozen Yogurt, Smoothies, Gelato, Custard, Frozen Beverage, and Commercial Grills. RMD also handles sales, service, distribution, and installation for other manufacturing lines including TurboChef, Blodgett, Pitco, Concordia, Broaster, Flavor Burst and Zumex Juice machines. We work with a wide variety of food service establishments finding the right equipment solutions and avenues to be more profitable for our customers.

Our Customer Service philosophy and personal stake in our associates are what sets us apart from the competition. We are growing our team and currently looking for someone who embraces our core values. Someone who is Hungry, Customer-Focused, who can be a part of a Team and someone who exudes Spark.

Responsibilities and Duties

The Customer Service Representative is responsible assisting our customers by routing Field Service Technicians to various service calls providing quick and efficient response times to clients in the commercial kitchen equipment environment. CSR operates in a manner that maximizes efficiency and productivity while delivering "Plus One" service. This position is a principal contact to our customer and group of Service Technicians within our specific geographic markets and corresponding territories. In a nutshell to perform as a CSR, you are a self-starter with an entrepreneurial spirit who is driven by earning the right for more work with a client. You enjoy owning and developing the working relationships with clients and ensuring the rest of the RMD delivery team appreciates their point of view and desire to improve their business. As a veteran of this industry, you have a few war stories to demonstrate you understand the orchestration of many energies and desires to bring sound and creative ideas that create business value for our clients. While you can juggle chaos, you can also temper it, organize it, and create a sense of calm for all involved.

- Answering phones and other related communication mediums used to receive service-based calls and efficiently and effectively dispatching technicians ensuring prompt response times.
- Define scope, timelines, resource needs and approval of briefs.
- Learn the ins and outs of our resourcing tools, Southware and ATLAS.
- At times, be the Project Manager for your clients if needed.
- Care about and manage profitable project delivery – for the benefit of RMD and the client.

Qualifications and Skills

Courageous, enthusiastic, internally motivated, driven, empathetic, kind, uncompromising, responsive, respectful, transparent, collaborative, coachable, positive, innovative, and respectful.

- Embrace a team attitude with exceptional customer relationship skills via multiple communication platforms.
- Self-starter and capable of working with minimal oversight. We will invest in training and developing someone willing to learn.
- Detailed, organized, courageous, driven, embraces a sense of urgency, hungry, positive, collaborative, respectful, generous, friendly, and optimistic.
- Efficiently and effectively communicates with different constituency groups.
- Must be able to embrace corporate cultural core values.
- Must be able to pass a background check and drug screen.
- High School diploma or equivalent.
- Legally authorized to work in the U.S.
- Effectively manage work in progress including pro-active management of all open service orders including those requiring specific parts, service, installation, and preventative maintenance environment.
- Create and foster internal and external customer relationships.
- Review and resolve escalated service issues and find unique and repeatable ways of solving issues.
- You know how to own the room, present with conviction and persuasion and can respond to challenges in real-time.
- You enjoy the crunching and managing of numbers (estimation and budgeting) and have a few best practices.
- You see the strength in being diligent about details, being prepared and having your team prepared.
- You set high expectations for yourself and your team as you deliver the RMD experience.
- Often called the “calm in the storm” you are effective under pressure and a sought-after refuge. That said, you know how to release the “pressure” to ensure you are maintaining your mental health.
- You want to be a contribution to our clients and RMD within our fast-paced environment.
- You have excellent communication skills and also know they are something we all practice together.
- You like the dynamics of situations and enjoy solving them to make forward progress.
- You’d say you’re a rock star in time management and organizational skills – and others would agree.
- You have a willingness to go the extra mile including some evening and weekend work.
- You hold an internal passion for continuous learning by proactively seeking counsel, mentorship, and feedback.

Preferred Qualifications:

- Ability to learn unique and proprietary software.
- Ability to multi-task and prioritize with strong organizational and time management skills.
- Ability to work independently with minimal direct supervision.
- Excellent verbal and written communication skills.
- Experience in a Microsoft Windows based environment.
- Experience with Social Media Platforms.

Benefits

- 401(k) / 401(k) matching
- Dental insurance
- Disability insurance
- Employee discount
- Health insurance / Life insurance
- Paid time off
- Vision insurance