



### **About AlumaDoor:**

AlumaDoor is a fast-growing import-distribution company located in Corona, CA. We are a leading manufacturer of full-view residential garage doors. Our doors are installed in thousands of homes across America! AlumaDoor garage doors are designed and manufactured for durability, quality, and style!

### **An Exciting Opportunity:**

Are you enthusiastic about delivering high quality customer service? Do you have the ability to build and maintain customer relationships? If you have experience working in a fast paced, team-oriented environment, providing customer care that is second-to-none - then AlumaDoor wants to talk to you!

AlumaDoor is seeking a customer-focused Customer Service Representative to join our growing team of 11 in our Corona, CA location. The Customer Service Representative will work at the sales order desk and provide phone support to our dealers throughout the US. Data entry will also be an important function of this role as we convert to a new ERP system. This team member reports to the GM and is part of a three-person customer service team. This is a great opportunity for someone looking for an opportunity for career growth, working your way up to Inside Sales. Come join our growing multi state team, work hard, and have fun along the way!

### **Initiatives You Will Champion:**

- Assist in data entry for conversion to new ERP system
- Build and maintain relationships with our garage door dealer base
- Handle incoming sales calls, emails
- Provide excellent dealer service and follow-up
- Process and coordinate sales orders based on inventory levels
- Set up new customer accounts in ERP system and update contacts

### **To be successful in this role you will need:**

- High School graduate or GED
- Fluent in Spanish/English (written and spoken) is required
- 5+ years of experience in an office environment is required
- Minimum of 5-years' experience in customer service environment is preferred
- Experience working in a garage door dealer facility (knowledge of hardware, measurements, etc.) is preferred
- MS Office Suite
- Fishbowl inventory management system is preferred

- Excellent written and verbal communication skills, time management skills
- Ability to work independently and as part of a team
- Experience with multiline telephone system
- Friendly and professional telephone skills

**If you want to work with our team:**

- This FT onsite position is based in Corona, CA
- Hours: Mon-Fri. 8:00 am to 4:30 pm
- No weekends

**AlumaDoor is a small, rapidly growing, team-oriented environment offering:**

- Competitive salary based on experience
- Medical/Dental/Vision insurance
- Vacation/Holiday pay
- 401k
- Continuing education

**To learn more about us, please visit us at:**

[www.AlumaDoor.com](http://www.AlumaDoor.com)

*We are an equal opportunity employer and value diversity in our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*