



Position: Customer Service Representative

Department:Service

Reports to: Director of Equipment Systems Management

Post Date: 6/3/2024

Pay Range: \$45,000-55,000 annually

About the Company

ADG is one of the world's most respected water park and aquatic venue design, construction, and manufacturing firms in the industry offering a comprehensive range of products and services that continue to set the standard throughout our industry. Our commitment to innovation, creativity, and high-quality work is reflected in everything we do, whether that's manufacturing a single component for a wave system or building a complete 20-acre waterpark.

As part of our team, you will have the opportunity to be a part of some of the most dynamic and creative projects taking place in the industry today. While ADG's headquarters is located in Upstate New York, our projects span the globe. And our client list features the best of the best, including Sea World, Six Flags, Wet n' Wild, Dollywood, Marriott, Hyatt, Gaylord Resorts, Hollywood movie productions, and much, much, more.

ADG is a high energy work environment with fast paced deadlines. You are right for our team if you are a proactive problem solver with attention to detail, able to maneuver multiple projects at once and can easily handle multiple and often shifting priorities and get great satisfaction on a job well done!

About the Role

The Customer Service Representative position will be a frontline resource for all incoming service inquiries. The right candidate will have experience in customer service, and be a proactive and enthusiastic liaison for ADG clients and our Service and Engineering departments and at times work closely with our Sales and Marketing departments. Organization, technology proficiency, and good communication are required key skills for this position. If you're a professional problem solver with experience giving exceptional client service, apply today!

Key Responsibilities

- Field incoming calls, answer technical questions, identify problems, recommend solutions, and quote replacement parts.
- Open and maintain customer accounts by recording contact and account information.
- Provide quotes and proposals from small parts to large rehab projects.

- Build sustainable relationships of trust with customer through open and interactive communication.
- Research archives to obtain pertinent job related info by utilizing a multitude of tools and investigation techniques.
- Coordinate service and renovation projects utilizing ADG technicians, ensuring that the required materials and tools are available.
- Interact with the Engineering department to obtain drawings for replacement parts and equipment
- Manage project documents e.g. project correspondence, photos, field reports, purchase orders, etc.
- Post packing list and related shipping documents for product shipments
- Follow up with customers to insure satisfaction and promote repeat business.
- Access and manage warranty claims.

Qualified candidates should offer the following experiences and skills

- 2+ years or more of relevant Customer service experience
- 1+ years of experience with fabrication software
- 1+ years of experience with Microsoft suite
- 1+ years of experience with Joboss, or similar software

Why ADG?

Our team members are hardworking, dedicated and highly respected within the industries that we serve. Our reputation has been built on delivering creative and innovative solutions with a “whatever it takes” approach to client satisfaction. The foundation of our success has been built upon the talents and integrity of our employees, and we value the contributions of every team member.

As you help build ADG's success, we are committed to helping you build a prosperous and successful future. We offer challenging career opportunities, competitive salaries, and a comprehensive suite of benefits to promote the health and financial security for you and your family.

Every ADG employee is empowered to act in ways that make each day better, whether that’s lending a hand to a colleague or bringing forward a new client solution or process improvement. Individually and collectively, our work achieves results that make a difference — for our clients, our client's customers, and ourselves.

Benefits

- Competitive Paid Time Off
- Company Paid Holidays
- Comprehensive health care insurance plan that covers medical, dental, prescription, and vision.
- Competitive 401(k) program with employer matching contributions
- Daily dress code of “business casual”
- A positive work environment
- And much, much more

If interested in applying for this position, please submit resume and writing sample to: lauren.shafer@aquaticgroup.com