



Our Precision, Your Advantage

This document is used to provide a basic description of essential duties and other work elements.

JOB POSTING

Job Title: Customer Support Representative

Location: Distribution Center in Greenwood

KYB Americas Corporation, a subsidiary of one of the world's largest manufacturers of shocks, struts, and hydraulic components, and a global leader in ride control technology for both OEM and Auto Care (Aftermarket) industries, is growing and we're seeking a Customer Support Representative to join our team!

If you are interested in a growing, fast-paced, collaborative company with lots of opportunity, KYB Americas Corporation is the place for you!

Purpose of Position/Summary:

This position's key focus is to help grow KYB sales by becoming our customer's best supplier, supporting the sales team and helping consumers with KYB product support. A Customer Support Rep. has three main roles: Customer Support, Salesperson Support and Consumer Products Support. This position coordinates and processes all sales transactions in a timely, efficient & accurate manner; improves overall customer satisfaction by addressing their needs and insuring all interactions are handled professionally and timely; communicates with the sales team to address and help solve issues that arise. An understanding of all transactions relating to customer order processing, returns and credit processing is essential.

Essential Duties/Responsibilities:

- Respond to customer and sales force needs for support, orders, products and claims;
- Address consumer inquiries regarding product and warranty information;
- Enter incoming orders;
- Research claims, issue Return Goods Authorization's, credits, and debits as necessary;
- Work with Operations staff to meet customer order requirements;
- Work with Marketing and Sales departments on customer promotions;
- Attain and adhere to all Customer Support Group training, procedures and standards;
- Review and analyze customer data and provide input to Management & Sales on findings;
- Other duties assigned by immediate Supervisor or Manager on an as needed basis.

Job Requirements:

Bachelor of Science or Arts degree in Business or related field from an accredited institution preferred. 4-6 years of relevant experience may be substituted for a college degree. Excellent communication, both written and verbal, skills required. This position requires proficient computer abilities including, but not limited to, Microsoft Office products. Experience with AS400, EDI and / or Customer Support is preferred. This position requires the ability to be adaptive, people-oriented, detail oriented, customer focused, enthusiastic, assertive, multi-task, and perform with integrity. This is a fulltime position. Work schedule will vary through weekdays between the hours of 7:00am - 6:30pm with various shifts intermixed. Ability to work additional hours as needed.

ABOUT US:

KYB Corporation produces a variety of ride control, hydraulic, and electronic products for use as original equipment and replacement parts in automobiles, motorcycles, trucks, specialty vehicles, buses, aircraft, railroad cars, industrial applications, agricultural applications, and civil engineering projects. Our global headquarters are located in Tokyo, Japan, and we have facilities in Asia, the United States, Central and South Americas, and Europe.

KYB Americas Corporation Automotive Aftermarket is headquartered in Greenwood, IN. We are responsible for sales and distribution of KYB Automotive Aftermarket Components in Canada and the USA.

Website: <http://www.kyb.com>

Company Size: 501-1000 employees

*****NO AGENCIES PLEASE*****

KYB Americas Corporation is an Equal Opportunity Employer