

**Entry Level Service Writer/Customer Service Representative**

A busy marine electronics installation and service company in Wall, NJ is looking for the right candidate to join our office team. The position is available immediately.

**Why You Should Choose to Work With Octopus Yachts:**

- Small business environment with big business-style benefits and systems
- Significant room for growth for the right person
- Support for relevant training, certification and professional growth

**Job Duties:**

The Service Writer/Customer Service Representative is responsible for providing a key link between the technical team and our customers. Primary responsibilities include working with customers to get basic information required to create an accurate work order, communicating throughout the process to ensure customer satisfaction, creating change orders as necessary, and taking detailed call notes.

Other clerical duties include invoice generation and manufacturer warranty claims.

This position will work closely with the Service Administrator to raise our level of customer service. Room to grow into sales for the right candidate. No specific knowledge of boating required, but it is a plus!

**Requirements (Must Be Maintained During Employment):**

- Provide exceptional customer service, primarily through the telephone
- Maintain a high level of organization and attention to detail
- Maintain regular, positive, and professional relationships with technical staff to ensure most up to date information for customers
- Ensure company success with proper documentation of communication and work completed
- Ability to learn new software systems and procedures
- Proficient in business technology, specifically FLUENT in Excel, Word and QuickBooks, CRM/ERP software
- Experience with customer service and representing a company with a high-end clientele
- Valid NJ Drivers License

**Benefits (Will begin accruing 60 days after start date):**

- Paid Holidays (New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving & following Friday, Christmas-New Year's)
- Sick Days/Personal Time Off - After initial 60 days, you will accrue one paid personal day (8 hours) per month of employment
- Health Insurance – Horizon OMNIA Silver 50% paid by employer after 60 days
- After one year of employment, Octopus Yachts offers a 401k with employer matching

This is a full-time, year-round position. Salary dependent on experience. Equal opportunity employer. Please email both a cover letter and resume as a PDF to [info@octopusyachts.com](mailto:info@octopusyachts.com).