



Fleece Performance Engineering, Inc.
468 Southpoint Cir, Suite 100
Brownsburg, IN 46112

Fleece Performance Engineering is a leader in the light duty diesel performance industry. Our customers are our focus, and quality is what we deliver. We build high performance street trucks, drag racers, and sled pullers that continue to push the limits of diesel performance technology. We are also an engineering company that is focused on developing and marketing innovative products to continuously maintain an edge over our competition.

We are currently looking for a Customer Service Representative to join our team that will uphold our values and strive to exceed expectations.

Expectations: _____

- Individual needs to be self-motivated and pro-active in completing a job, seeking out solutions to problems that may be encountered
- Individual must display a positive attitude towards co-workers and customers
- Individual must be organized and capable of handling multiple customer's needs as they arise

Anticipated Work: _____

- Greet customers warmly and ascertain reason for calling.
- Serves customers by providing product and service information; resolving product and service problems.
- Assist with placement of orders, refunds, and warranty issues.
- Attract potential customers by answering product and service questions; suggesting information about other products and services.
- Open customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.

Requirements for application: _____

- Previous customer service experience
- Good working knowledge of basic computer programs such as: Microsoft Office and Quickbooks.
- High School Diploma or equivalent
- Applicant must be able to handle high call volumes while maintaining a high level of customer support
- Applicant must be able to communicate proficiently within a team environment
- Applicant must have good time management and organizational skills

Salary: _____

- Competitive salary dependent on skill set
- Health Insurance
- Vacation

Employment Type: _____

- Full-Time

Application Directions: _____

Please Email Cover Letter and Resume to:
jobs@fleeceperformance.com