



Fleece Performance Engineering, Inc.
2400 Commerce Way
Pittsboro, IN 46167

Fleece Performance Engineering is a leading manufacturer of aftermarket diesel performance products. With a reputation for innovation, quality, and service, our high-performance products push the limits of diesel performance technology. Awarded in 2021, 2022, and 2024 as one of the "Best Places to Work in Indiana", we are seeking motivated individuals who thrive in a rapidly expanding business environment and are dedicated to outstanding customer service. As a Technical Service Representative, you will have a direct impact on the success of the company.

Employment: Technical Service Representative - Full-Time

Salary: Fleece Performance offers a competitive salary and benefit package that includes Paid Time Off, Paid Holidays, Health and Dental Insurance, Vision Insurance, and a 401k.

Location: Pittsboro, IN

Essential Duties:

- Provide professional and courteous customer support of Fleece Performance products via phone and email communication including product technical support, product recommendations, and warranty resolution.
- Troubleshoot technical issues reported by customers and work towards a timely resolution, escalating complex issues to the appropriate team or departments when necessary.
- Support product quality initiatives through analysis of field returns and timely collection of information.
- Support sales and selling initiatives such as tradeshow, events, and customer visits as required.
- All other duties as assigned.

Position Expectations:

- Must be highly self-motivated and pro-active in completing tasks.
- Must display a positive attitude towards customers and co-workers.
- Be friendly and courteous in response to customer needs.
- Be highly detail oriented and able to prioritize and manage multiple ongoing projects at once.

Qualifications:

- Demonstrated technical proficiency in understanding mechanical and electrical automotive products as well as installation and troubleshooting procedures.
- Exceptional writing, composition, and oral communication skills. Demonstrated experience in authoring technical documentation is a plus.
- Highly proficient at the use of Microsoft Office including Word and Excel.
- Strong desire to be a part of a rapidly changing organization.

To Apply:

Please Email Cover Letter and Resume to:

jobs@fleeceperformance.com