

### **Service & Warranty Lead**

Escapod Trailers is one of the fastest-growing off-road camper manufacturers in the country. Based in Coalville, UT, we are looking for a full-time Service & Warranty Lead to join our team.

This position will work closely with the Ops and Customer Experience Teams to provide unmatched support for our customers throughout the life of their trailer. You will report directly to Co-Founder, Jen Hudak. Your job duties will include training new employees, delegating tasks, coordinating the daily workload, documenting productivity, completing outstanding jobs, coordinating with technicians & managers, and reporting to senior management.

### **Responsibilities:**

- Oversee the Service & Warranty Team including service technicians
- Manage incoming service & warranty requests
- Develop a thorough understanding of how Escapod's products (trailers & add-ons) function
- Work closely with Customer Experience Manager and Launch Pad Supervisor to schedule customer calls/service with the appropriate technicians
- Work with the Ops Team for parts ordering
- Work with Customer Experience & Ops Team for appropriate billing to customers
- Develop a recurring revenue stream through seasonal services for Escapod Owners
- Keep customer records up to date in our CRM (Streak)
- Monitor and manage service & warranty expenses
- Work with leadership to develop solutions for national service coverage through 3rd party providers
- Work with leadership to develop troubleshooting documents for customer support staff (customer experience, service/warranty, & launch pad teams)
- Complete the Standard Operating Procedures and maintain it as a living document as procedures are improved or changed
- Coordinate with technicians and managers on after hour calls and schedules

### **Qualifications:**

- Motivated to learn and invest in a career with us
- Strong communication, analytical, and organizational skills are required
- Works well under pressure
- Highly developed customer relations skills preferred
- Resilient & adaptable
- Ability to de-escalate in the face of demanding customers
- Technical knowledge of construction processes and mechanical systems preferred



Escapod Trailers, LLC    www.escapod.us  
627 S Main St            (435) 625-0586  
Coalville, UT  
84017

**Technical skills:**

- Microsoft Office (excel, word)
- G-Suite (Gmail, Google Drive, etc.)
- Trello
- CRM Experience Preferred (Streak)
- Quickbooks

Escapod Trailers' is a close-knit community guided by its values of Excellence, Innovation, Simplicity, Adventure, and Integrity. We are seeking to employ those who share our values and want to join our community. Above all, we want those eager to help us grow, realizing our mission to "Build the best damn camper known to man."

**We offer:**

- Competitive wages (\$20 - \$22 per hour)
- Medical and Dental Coverage
- Commuter Benefits
- Matching 401k
- Great Work/Life Balance
- Employee use of rental trailers

**Are you the following?**

- Innovative
- High-energy
- Self-motivated
- Honest
- Hardworking

Applicants must be able to fulfill the physical duties of the job, which include being able to stand or walk for extended periods of time. Individuals must be able to reach with hands and arms. Candidates must also be able to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Escapod is an Affirmative Action/Equal Employment Opportunity employer. Qualified women and minorities are encouraged to apply.

If you're interested in applying for the role of Service & Warranty Lead, please email your cover letter and resume to [jobs@escapod.us](mailto:jobs@escapod.us).