

Job Description

Customer Experience Representative

About Escapod

Escapod Trailers is one of the fastest-growing off-road camper manufacturers in the country. Based in Coalville, UT, our mission is to *Build The Best Damn Camper Known To Man* - a teardrop trailer that's gentle on the eyes, rugged enough for the craziest adventures, and suitable for year-round fun. We not only want to stand out in a crowd, but we want to be able to escape them - to explore the open spaces around us in order to connect more deeply with each other and the great outdoors.

Job Overview

As a Customer Experience Representative at Escapod, you will be responsible for handling daily communications with our customers by email and over the phone. Your goal is to create an unforgettable experience for our customers, both prior to purchase and after they've driven their new trailer off the lot. Your primary responsibilities will be to answer incoming questions, provide updates about the delivery timeline, send build photos as customer trailers are being assembled.

Job Responsibilities

- Develop a thorough understanding of Escapod's products & services
- Understand & meet the needs, motivations, and emotions of customers
- Serve as the primary point of contact for current and prospective customer correspondence via phone, email, and drop-in visits
- Respond to customer inquiries and resolve issues in a timely manner
- Facilitate official tours of our facility and answer questions about our trailers
- Update customer and build information using internal applications

Job Expectations

- Motivated to learn and invest in a career with us
- Strong written and verbal communication skills
- Articulate & enthusiastic communicator
- Empathetic to customer needs
- Excellent people skills
- Highly organized

Technical Skills

- Microsoft Office (Excel, Word)
- G-Suite (Gmail, Google Drive, etc.)
- Experience with a CRM platform (Streak), a plus

- Experience with WordPress, MailChimp, a plus

Education & Experience

- High School Graduate
- 1-2 Years of Experience

Working Environment

This is a full-time, on-site position, working at our manufacturing headquarters and main office in Coalville, UT (35 miles away from Salt Lake City on I-80E). We are committed to helping build our local community, as well as growing the culture of Escapod, for which face-to-face interactions and collaborations are paramount. Occasional work-from-home requests may be granted at the discretion of management when deemed beneficial.

Included Benefits

- Medical, dental, and vision benefits
- 401(k) plan with employer matching up to 3%
- 2 weeks PTO
- 1 week of paid sick leave
- FMLA, unpaid personal time
- Vendor purchasing program and discounts
- Commuter benefits
- Use of Escapod's rental fleet
- Seasonal company outings and gatherings

Values

Escapod Trailers' is a close-knit community guided by its values of critical thinking, grit, a bias towards action, competitiveness, awareness, continuous improvement, integrity, and camaraderie. We encourage all applicants to visit [our website](#) and read about what drives us, and what kind of people will thrive at Escapod. Above all, we want those eager to help us grow, realizing our mission to **“Build The Best Damn Camper Known To Man.”**

Escapod is an Equal Opportunity Employer. We consider all applicants without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability or genetic information.