



CarJamz, Inc. dba Race Sport Lighting

Job Title:	Install & Tech Support Specialist	Job Category:	Wholesale
Department/Group:	Front Office & Install Bay	Job Code/ Req#:	None
Location:	Ringwood, IL	Travel Required:	Light (5-10 days per year)
Level/Salary Range:	TBD	Position Type:	Salary – 5 Days Per Week M-F
Reports to:	Sales Manager & President	Date posted:	May 17, 2021
Sign on Bonus	\$1,000 after 1 month start date	Pay Schedule:	Bi-weekly
Benefits:	Health Insurance, Matching Retirement Plan, Vacation & Sick Paid Days, Life Insurance, Employee Discounts, and more..		
Internal posting URL:	N/A		
Applications Accepted By:			
FAX OR E-MAIL: 847-201-1320 or officemanager@racesportinc.com		CALL: 847-327-0073 EXT. 6 N/A	
Job Description			
ROLE AND RESPONSIBILITIES			
<p>The Install and Tech Support Specialist is responsible for doing LED Lighting Installation on show and marketing vehicles for our Brand. This position will also maintain a knowledgebase and help customers on the phone, live chat, and email to successfully install our products and troubleshoot if necessary.</p> <ul style="list-style-type: none"> • Assist sales reps and customers via phone, live chat, and e-mail. • Help support front office for walk ins with support and sales and product selection advise. • Test and Analyze all new products in our test lab. • Fix and Modify displays for our trade shows and customers. • Update tech bulletins, fitment guide, knowledgebase, customer complaints, etc. • Train customers through video, webinar, and over the phone platforms. • Installing prototypes on demo vehicles for on road testing and marketing. 			
QUALIFICATIONS AND REQUIREMENTS			
<p>A GED or High School Diploma is absolutely required. This position must be detail oriented, able to work without supervision, good communication and customers service skills. Must be proficient in MS WORD, EXCEL, POWERPOINT, and PUBLISHER. Must be proficient in using emails, browsing folders in windows, and typing. Must be able to handle difficult customers on and off phone.</p>			
PREFERRED SKILLS OR EDUCATION			
<p>An Associate degree in Electronics Technology, Automotive Electronics, or Mobile Electronics Certificate is preferred and/or 3+ years' experience in mobile and/or automotive industry.</p>			
ADDITIONAL NOTES			
<p>This position works closely with all positions at CarJamz Inc dba Race Sport Lighting. Must be a Team Player</p>			
Reviewed By:	Ignacio Ayala	Date:	May 17, 2021
Approved By:	Jeanne Nelson	Date:	May 17, 2021
Last Updated By:	Steven Jergensen	Date/Time:	05/17/2021