



Responsibilities and Qualifications

Job Title: Customer Service Representative

Status: Non-Exempt

Department: Sales

Reports to: Sales Lead

Location: Petaluma, CA

Position Summary:

Petaluma, California based musical instrument company is looking to hire a qualified applicant to be a part of a growing company.

Primary Responsibilities:

- Consistently making and taking a high volume of phone calls and emails
- Assisting dealers and consumers with basic questions
- Handling a range of customer needs from the most basic to the most technical
- Issuing RMA's, Credits, Replacement Orders
- Working with sales, inventory, warehouse and accounting teams
- Processing Consumer Sales
- Conducting weekly tours of the Kala production facility
- Occasional hands on instrument training and work
- Additional projects as needed relating to products and customer service

Required Qualifications:

- Prior customer service experience
- Experience with stringed instruments
- Excellent verbal and written communication skills
- Motivated self-starter
- Ability to multitask and work under pressure
- Ability to work effectively within a team
- Strong attention to detail
- Highly organized
- Great time management skills
- Proficient in Microsoft Excel and Google Sheets
- NetSuite experience a plus

Along with cover letter and resume, please also include at least three professional references.

TO APPLY

please send your resume and cover letter to:

careers@kalabrand.com

(Include Job Title in email subject line)