

Customer Success

Spectrum Aquatics is looking for a full time entry level person with an awesome personality and passion for delivering exceptional customer service to join our team. Candidates from all industries and even those that are just starting their careers are welcome to apply. We want to find someone who will take care of our amazing customers and work well with our sales team ... we can teach you the rest!

Who You Are

- Fun and energetic, but you also like to get things done.
- A problem solver - be the hero to your own problem.
- A talker – you have awesome communication skills and leadership qualities.
- Someone with a student mentality- we are looking for someone brave enough to ask questions.
- You are adaptable and flexible – there is a lot going on here.
- Someone who strives for constant improvement.
- You love helping customers.
- A collaborator who loves working in a team environment.

Your Daily Adventure Will Include

- Talking to our customers and connecting them to the correct team member.
- Helping to produce and manage sales reports to help us analyze our business.
- Assessing inbound leads and coordinating with the Inside Sales team regarding new opportunities.
- Keeping product documentation up-to-date in our electronic database.
- Scheduling webinars and product trainings with our customers.
- Reaching out to customers before orders ship to provide them accurate ship dates and product information.
- Connecting with customers after they receive their order to make sure they are happy with the product and service they received.

Perks & Benefits

- Casual work environment (including attire!) with a fun company culture.
- Regular Monday – Friday hours.
- Regular employee events during work like BBQs, popcorn in the afternoons (yes, we have a popcorn machine), pizza days, birthday celebrations, and more!
- Management has an open door policy.
- We embrace constant improvement and strive to always find a better, faster way to do things.
- Awesome health benefits (and we help you pay for most of them) –
 - Health insurance
 - Dental insurance
 - Vision insurance (employee paid)
 - Short term disability
 - Long term disability (employee paid)
 - Life insurance
 - Flexible spending accounting (employee paid)

- Dependent care spending account (employee paid)
- 401k match of up to 4% with immediate vesting.
- Employee discounts on Verizon and Sprint cell phone plans.