



## **Customer Care Representative**

### **Position Overview**

Weidner's Fire Division is looking for a highly driven, organized, and personable individual to join our Customer Care team.

In this Customer Care role, this person will support customers and outside sales team:

- a. Contribute to exceptional customer experience for first responder customers
- b. Build product quotations
- c. Fulfill customer orders
- d. Place orders with suppliers
- e. Assist with customer product information and quotation requests

Our customers ARE our business, and this person will spend their day working with firefighters on the phone and in our retail store. They will also work with our Outside Sales team to provide customers with product information, equipment quotations, lead-time updates, and warranty assistance. In addition, this person will interface with suppliers by issuing purchase orders and being involved in our distribution/sales process: from lead generation to creation of supplier purchase orders to shipment.

### **Skills and Experience Requirements**

- Excellent communication skills
- Energy, motivation, enthusiasm, integrity, and outstanding organizational / time management skills
- One to three years' experience working in an inside sales, customer service, or sales development environment (this can be flexible, depending on educational background and skills that would contribute to excelling in this position)
- Ability to interface with customers via email, phone, and in person
- Computer proficiency: Word, Excel, Outlook, and Adobe Products

### **Compensation Package**

- Salary Commensurate with Experience and Abilities
- Health Benefits
- 401(k) Plan with Matching
- Paid Time Off (PTO) Package
- Ability to Move Up within the Organization



## **Company Overview**

Weidner's Fire Division, a growing division of 65-year-old Weidner, markets, sells, and services safety equipment used by firefighters, police officers, and other emergency responders. The company specializes in respiratory protective products such as self-contained breathing apparatus (SCBA), breathing air compressors, and diesel exhaust removal systems (used in fire stations to protect the health of personnel), as well as a variety of other equipment used by firefighters. Weidner takes pride in providing products – that help firefighters save lives and property – from approximately sixty manufacturers. The company markets its fire-rescue products in eleven western states.

## **Weidner Mission Statement (Fire Division)**

Our mission is to help firefighters save the lives of the citizens they serve and to protect firefighters so they can return home safely at the end of every shift.

We are passionate about providing our customers with the highest quality firefighting equipment and servicing what we sell so our customers can trust these critical life-safety products when they need them most.

We care deeply about people and their ability to live happy and productive lives.

*Please submit resumes to Troy McBride, Vice President of Sales & Marketing:*  
[troy.mcbride@weidnerpro.com](mailto:troy.mcbride@weidnerpro.com).