

Customer Service Advisor – Contract Specialist

Saunders Yachtworks, Gulf Shores, AL

As a Customer Service Advisor, this position is responsible for receiving customer requests by phone, email, and in person, and to process those requests into service sales.

Responsibilities include:

- Building and maintaining positive customer relationships to strengthen customer loyalty, increase referrals and enhance company reputation
- Procuring government and municipal contracts
- Resolving customer concerns in a timely manner and always look for ways to better serve our customers
- Managing service and refit work orders from customer inquiry to invoice and collection
- Growing customer relationships through work order management and promotion of the professional reputation of the company
- Providing accurate estimates and written proposals to customers for repair, service, and refit operations
- Cooperating closely with operational managers to schedule projects and effectively communicate customer requests and concerns
- Editing and preparing work order invoices
- Maintaining a presence at marketing and sales events throughout the marine industry
- Traveling to local boatyards and marinas to increase visibility and build relationships
- Utilizing Microsoft Office products and internal business management software

Qualifications:

- High school diploma or equivalent required
- Minimum of 2-3 years of experience in a customer service or service advisor role, preferably in the automotive, marine, or related industry
- Demonstrated knowledge of marine equipment, boats, engines, and parts
- Experience procuring commercial contracts a plus
- Ability to build and maintain customer relationships
- Excellent interpersonal and communication skills
- Strong customer service skills

This is a salaried full-time position. Benefits include medical, dental, vision, life insurance, along with 401(k), Paid Time Off (PTO), and paid holidays.

Saunders is an EEO Employer and does not discriminate in any of its hiring practices and operates a drug-free workplace. Candidates must pass a pre-employment physical, drug screen, and background check.

Company Description:

Saunders Yachtworks in Gulf Shores, Ala., is the premier full-service boatyard on the Northern Gulf Coast. Our 150-ton Travelift attracts customers from Florida to Chicago to the Texas coast. Services include all aspects of vessel refit and repair including authorized diesel engine dealerships in-house. Founded in Mobile, Alabama, in 1959, Saunders has many years of experience in marine engine service and boatyard operations. This is a great opportunity for you to join an exceptional team!