



METAL SHARK
METALSHARKBOATS.COM

Job Title: Customer Service Representative

Position Summary: Metal Shark is a fast growing company and is need of a capable, intelligent, and efficient Customer Service Representative. The prospective employee will provide support to the Customer Service department.

Typical Duties/Responsibilities of Position:

- Vetting customer inquiry calls and emails
- Handling customer warranty calls/emails/government website
- Locating and vetting contractors to repair boats in the U.S. and beyond
- Assist in boat part inquiries
- Clerical duties
- Keeping up with weekly departmental summaries
- Documentation of boat changes in production
- Locations of all boats
- Maintaining boat title documentations

Qualifications/Experience:

- Proficient in Microsoft Excel, Word, and Outlook
- High School diploma required
- Excellent organizational skills
- Ability to work in a fast-paced and high volume environment with emphasis on accuracy and efficiency
- Must exhibit excellent written and verbal communication skills
- Ability to communicate with employees and vendors in a professional manner
- Ability to set priorities
- Must be able to multitask
- Must meet goals set by supervisor/department
- Internet savvy
- Abide by company policies
 - Punctuality
 - Use company resources for company projects only
 - Adhere to safety restrictions
 - Must be able to walk up and down stairs
 - Must be able to lift 25 lbs

About Us: Metal Shark is a leading shipbuilder specializing in the design and production of boats and ships for military, law enforcement, fire rescue, and a wide spectrum of commercial applications. At its facilities in Franklin and Jeanerette, Louisiana, Metal Shark manufactures vessels in aluminum, steel, and fiberglass, with current capabilities supporting production for vessels up to 250' in length.