

Customer, Retailer and eComm Support | Chicago

At Cambridge Audio, we want you to hear your music at it's very best, as the artist intended it to be heard, with nothing added, nothing taken away. That's what we've always wanted because that's what music lovers like us deserve. It's why we we're constantly experimenting, solving problems and creating new gear. It's why we've been doing what we do for over 50 years. It's why we're always trying to make the listening experience better. However you listen, whatever your budget, our goal is simple: Give you the best possible sound, at the fairest possible price.

We are a business full of passionate people who are encouraged to develop their careers and push their own creativity and progression. To find out more about us, visit: www.cambridgeaudio.com/about-us

Our Americas office based in Avondale, Chicago is currently seeking an individual enthusiastic about customer service to join our growing team. The position will work within a team that strives in delivering world class customer support and service to Cambridge Audio's US and Canadian customers and retailers. Both full and part-time roles are being considered.

Key responsibilities

- First line of response to enquiries via our web and telephone based Customer Care Center, related to our expanding range of wireless headphones, and core hi-fi and speaker products.
- Assisting customers via our online ecommerce platforms, including pre-purchase questions and stock control.
- Ensure that customer enquiries are responded to and resolved within agreed Service Levels and in a responsible and professional manner.
- Troubleshooting a customer's enquiry and problem solving the situation in a tight deadline.
- Assistance in the creation of FAQs and setup guides.
- Coordinating the customer returns/RMA process of products sold directly by Cambridge Audio.

Experience

- Preferably some experience in dealing with customers or end users
- Retail experience in electronics or Hi Fi would be ideal
- Ability to work under pressure and meet tight deadlines
- Experience of Zendesk helpdesk system a bonus but not essential
- Competence in a second language (ideally Spanish or French) also a bonus, but not essential

Personal characteristics:

- An interest in music and technology
- Able to effectively troubleshoot and problem solve

CAMBRIDGE AUDIO USA

Registered Office:
Audio Partnership LLC,
1913 N. Milwaukee Ave.
Chicago, IL 60647

(312) 636-4817

Audio Partnership LLC
distributes & sells Cambridge
Audio as a subsidiary of Audio
Partnership PLC.

Cambridge Audio is a brand of
Audio Partnership PLC





- Computer literate with an understanding of audio technology trends
- A polite and professional phone manner
- Excellent written and verbal communication skills
- Organized, ability to plan effectively and juggle priorities in a calm manner
- Ethical and honest

Salary: Starting at \$33K+ depending on experience. Benefits include 15 days vacation; medical, dental and vision; and 401K.

To apply please email these to HR-USA@cambridgeaudio.com All applications will be treated in the strictest confidence.

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