



Come work as a Customer Service Representative at a growing company that offers great benefits with opportunities to advance and learn alongside accomplished business leaders ... Become a part of our team!

Get to Know Us

Flux Power is a fast-paced, high-growth (40% YoY), publicly traded company (NASDAQ: FLUX) that is leading the adoption of lithium-ion technology solutions. We design, manufacture, and sell advanced lithium-ion battery packs that are disrupting the 100+ year old market for lead acid batteries. Our battery packs are used to power industrial and commercial equipment like forklifts and airport ground support equipment, as well as new applications like solar-powered EV charging stations.

About the Role

The Customer Service Representative will be the primary contact for all service inquiries and provide the crucial function of logging, assigning and updating customer issues in our Customer Relationship Management system. This is a fantastic opportunity to join a technical team at a rapidly growing high-technology company focusing on green energy solutions. Flux Power Product Support is looking for someone who loves interacting with people, is eager to learn about Lithium-Ion technology, and understands the importance of customer service to the organization.

What you Will be Doing

- Answer inbound calls and respond to customer emails in a timely and professional manner.
- Make outbound calls to ensure customer issues have been fully addressed after technical resolution.
- Data entry functions: service tickets, parts and repair orders, etc.
- Respond to non-technical customer inquiries such as service status updates or tracking information.
- Escalate technical issues to support technicians or engineers.
- Process Return Material Authorization (RMA) requests and customer unit pickup requests.
- Manage the prioritization of warranty repairs and ensure repaired packs are returned to customers with minimal delay.
- Work with supply chain to ensure spare part service kit inventory is maintained and parts are pulled from the warehouse.
- Help improve our internal processes and the use of IT tools.
- This is a shift role that starts at 06:00 a.m. Monday through Friday.
- Perform other related duties as assigned.

What you Will Need

- Minimum High School Diploma, college degree preferred.
- Previous experience in a customer service role, or contact center preferred but not required.
- Excellent written and verbal communication skills.
- Familiarity with MS Office (Word and Excel), and CRM systems is a plus.
- Able to multitask, manage time, and work across diverse functional teams.



Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

What Can We Offer You for All Your Hard Work?

Benefits

- Medical, dental and vision insurance options
- 401K Plan with company match
- Life Insurance
- Paid Time Off
- Paid Holidays

COVID-19 Precaution(s)

- Personal protective equipment provided or required
- Sanitizing, disinfecting, and cleaning procedures in place

We are committed to a safe, drug-free workplace by performing pre-employment background checks and substance testing.

Notes

- No recruiters, contractors, or consultants, please.
- No relocation assistance or visa sponsorships available for this position.

Please review our career page at <https://www.fluxpower.com/careers>

***Flux Power is proud to be an equal opportunity employer committed to providing employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age or disability, or any other class protected by Federal, State or local laws. Flux Power complies with all employment eligibility verification requirements of the Immigration and Nationality Act and all must have the authorization to work in the US.