

Position: Customer Experience & Digital Marketing Coordinator

Location: RF Venue HQ: 24 Walpole Park South, Unit 1. Walpole, MA

Departments: Customer Experience and Marketing

Position Summary

This position supports the Director of Technical Customer Support in ensuring customer satisfaction with RF Venue's products and services, while also helping improve the efficiency of our service, sales, and marketing processes. Position also includes content and social media outreach to ensure clear, consistent customer communication. **This role is a proven launching point for internal advancement, with recent team members progressing into new and expanded roles across the company.**

Reporting to: Director of Technical Customer Support, with close collaboration with the Marketing Manager

Responsibilities include:

Customer Experience (#1 Responsibility)

- Daily sales and web order processing and monitoring
- New customer entry from HubSpot application to Acumatica
- RMA processing, tracking, analysis, and follow-up

Content Coordination and Social Media Outreach

- Manage the development and distribution of customer-facing content
- Coordinate with the Marketing Manager to plan and maintain a content calendar aligned with product launches, training, and customer needs
- Coordinate with the Marketing Manager to post regular social media postings

Other responsibilities

- Perform other related duties as assigned

Key Experience & Skills

- **Highly preferred:** Experience and interest in the professional audio industry
- Proven experience in delivering excellent customer service
- Exceptional attention to detail
- Comfortable using HubSpot or other CRM platforms
- Strong written and verbal skills
- Create engaging content for social media channels

Location

- On-site, 5 days per week at Walpole, MA Headquarters

RF Venue's Customer Commitment: We are passionate about Our Customer Commitment and that you receive the following from our dealers, installers, and distributors:

1. Your wireless installations work right, the first time, in any wireless environment.
2. You are fully informed on our products and problems they solve. We provide continuously updated blogs, videos, and education from an experienced and competent service and applications engineering team.
3. You receive regular and continuous virtual, on-line, and, as needed, in-person training on the problems we solve, how we solve them, and with what products, tools, and solutions.
4. You receive timely, competent, and friendly service and support - including no-charge design assistance for your upcoming projects.
5. You receive same day availability of all RF Venue core products - and near-immediate availability of any other products - as we're always in stock.

Please send resumes to: resumes@rfvenue.com