



48473 STATE HIGHWAY 65
MCGREGOR, MN 55760
FLOEINTL.COM
PH: 218.426.3563 FAX: 218.426.4355

Job Title: Client Service Specialist
Department: FLOE Craft 519
Reports to: FLOE Craft President
FLSA Status: Non-Exempt
Prepared Date: May 2026

SUMMARY: The DealersCircle Operator is the primary system administrator and daily user of the DealersCircle platform at FLOE Craft. This role manages the full product lifecycle for every boat—from dealer order entry and option configuration through production tracking, delivery, warranty registration, and ongoing service communications.

This position is customer-service focused and factory-based. The operator serves as the communication hub between dealers, sales managers, production, purchasing, field technicians, and company leadership. The right candidate is detail-oriented, organized, comfortable in a manufacturing environment, and motivated to own and improve the systems that keep FLOE Craft connected to its dealer network.

ESSENTIAL DUTIES & RESPONSIBILITIES

Product Ordering and Lifecycle Management

- Reinforce and promote all FLOE Core Values in daily interactions with team members, vendors, dealers, and customers
- Enter, configure, and manage new boat orders in DealersCircle, including model selection, option packages, and pricing
- Track each order through production stages from pre-production confirmation to build completion, shipping and delivery.
- Process retail deliveries and ensure accurate warranty registration, owner information, and coverage activation
- Maintain complete product transaction history including owner transfers and status changes
- Monitor and manage the Supplier Marketplace for optional equipment visibility during dealer ordering

Dealer and Sales Communications

- Serve as the primary point of contact for dealer inquiries related to orders, status updates, and product information within DealersCircle
- Communicate order status, production updates, and shipping information to dealers and sales managers
- Publish announcements, promotions, and manufacturer news to the Dealer News page
- Manage the DealersCircle Document Library with current product specs, pricing sheets, and dealer resources
- Schedule and send automated communications including thank-you letters, service reminders, and discount notices

Technical Service and Warranty Support

- Work directly with the Marine Field Technician to draft and publish Technical Service Bulletins and safety recalls in DealersCircle
- Update the Dealer News page with recall status, service notes, and resolution timelines
- Process and track warranty claims through the DealersCircle claims wizard, ensuring proper adjudication and dealer communication
- Monitor warranty coverage types by model and ensure correct application to new and existing orders
- Manage Service Tickets for pre-claim triage and dealer issue tracking



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Production and Purchasing Coordination

- Coordinate with the Production Manager on new build scheduling, order sequencing, and parts ordering through DealersCircle
- Track parts orders including bill of materials by hull ID, shipping carrier assignment, and delivery tracking
- Work with the Purchasing Manager to provide data for forecasting safety stock, warranty replacement stock, and new materials for net-new boat builds
- Generate and export reports from DealersCircle and AIMSCO to support production planning and supply chain decisions
- Support AIMSCO integration workflows connecting DealersCircle order data to shop floor operations

Administrative and Executive Support

- Report directly to the President of FLOE Craft in an administrative capacity
- Share office responsibilities with the Administrative Assistant, including phone coverage, visitor coordination, and general office operations
- Prepare DealersCircle reports and data exports for leadership review
- Manage dealer contact records and maintain accurate CRM data within the platform
- Handle confidential correspondence and communications on behalf of leadership as needed

Dealer Events and Shows

- Assist in the design, planning, and coordination of dealer events including open houses, customer appreciation events, and factory tours
- Support wholesale and retail show planning, logistics, and dealer communications
- Use DealersCircle to distribute event announcements, invitations, and follow-up materials to the dealer network
- Coordinate event-related materials and documentation through the Document Library

Required Skills

- High school diploma or equivalent; associate degree or coursework in business administration, customer service, or related field preferred
- Strong customer service orientation with professional written and verbal communication skills
- Proficiency with web-based software applications and comfort learning new systems quickly
- Detail-oriented with strong organizational skills and ability to manage multiple priorities
- Experience with data entry, order processing, or administrative support in a manufacturing or distribution environment
- Ability to work independently and collaboratively in a factory office setting
- Familiarity with Microsoft Office, particularly Excel and Outlook
- Strong attention to accuracy in record-keeping and data management

Preferred Skills

- Prior experience with DealersCircle, dealer management systems, or ERP/CRM platforms
- Background in the marine, powersports, or recreational vehicle industry
- Experience with warranty claims processing or parts ordering systems
- Experience coordinating events, trade shows, or dealer programs
- Understanding of product lifecycle management from order through delivery and service

FLOE International reserves the right to make changes to this job description without notice, as required to meet changing organizational and production needs.