

JOB DESCRIPTION

Job Title:	Customer Service Representative
Edit Date:	Jan 10, 2017
Reports to:	Service Manager
Exempt/Non Exempt	Non Exempt

Position Summary: Analyzes and resolves technical issues. Provide solutions to customer situations to create satisfied customers. Installs, troubleshoots, operates and repairs, either onsite or remotely, customer based equipment.

Essential Functions

- 1) **Customer Satisfaction**
 Maintain a high level of communication with customers both internal and external.
 Follow up on sustaining issues with customers.
 Resolve customer concerns with Manager as needed.

- 2) **Productivity**
 First call completion– Acquire and maintain common use parts, software, and information to service the customer efficiently.
 Response time – Do “call ahead” on every service call and keep response commitments to the customer.
 Contribute to sales efforts by generating sales and contract leads and selling accessories.
 Contribute to the standardization and improvement of NSI Processes.

- 3) **Asset Management**
 Inventory/parts custody – Maintain an accurate “trunk” parts inventory and listing. Have it documented and available for field inspection at any time.
 Ensure parts custody and tools are maintained and kept in an optimal condition.
 Documentation_– Provide accurate and timely documentation of all required paperwork. Including but not limited to service tickets, billable service orders, time reports, productivity reports, expense reports.

- 4) **Training**
 Train Customers on applications and peripherals as needed.
 Attend training courses to maintain proper knowledge level to support customers.
 Maintain proficiency and expertise on supported industry and product technologies.

- 5) **Other Duties**
 Performs other duties as required.

Required Knowledge, Skills and Abilities:

2 years accredited technical training program or comparable work experience
 A+ certified within 6 months of position acceptance
 1 to 3 years related work experience
 Demonstrated ability to support products
 Demonstrated proficiency with telecom and network wiring
 Customer relation skills
 Administrative skills to organize paperwork, update dispatch system, prepare time, parts and materials reports

Please send your resume to hr@nelsonsystems.com. Contact phone is: (217) 793-1042 x228