

JOB DESCRIPTION

TITLE: SERVICE DATA ENTRY AND TECHNICAL SUPPORT

REPORTS TO: TEAM LEAD, SERVICE TECHNICIAN

PRIMARY FUNCTIONS:

Responsible for coordinating incoming and outgoing repairs and credits, technical support and Service support functions ie. forklift and inventory management.

50 % of time This technician will spend the majority of the workday completing data entry for products returned to PDi for repair or credit. Supporting the Service Dept. by moving inventory with the forklift, doing product repairs and completing inspection jobs.

25% of time Operate as a back up on the Call Center phone lines and answer overflow calls as necessary. Back up for Customer Service. Also, makes recommendations to improve processes and implement lean strategies.

25% of time Prepare parts orders for shipping and coordinate shipping with the warehouse.

KNOWLEDGE AND EXPERIENCE

- Reliability is Key as these processes have time requirements
- 2 years Customer Service experience preferred
- Working knowledge of basic pc including excel, web, and network printers
- Team player
- Able to meet deadlines
- Able to withstand moderate amounts of stress

RESPONSIBILITIES INCLUDE

- Direct customer contact regarding repairs, orders, and technical support.
- Updating jobs accurately and tracking all work completed
- Reporting any quality issues or unusual failures
- Continuous improvement to process involved in Service
- Other duties as assigned/required

MANAGEMENT RESPONSIBILITIES:

N/A