



## **Job Role**

Service Coordinator

### **General Summary**

The Service Coordinator manages the flow of service requests through the technical work process. The Service Coordinator may be the first point-of-contact for incoming service requests and will address certain non-technical questions and requests. This individual must develop and maintain positive relationships with our customers. This individual communicates with the customer using email, phone calls, teleconferences, and face-to-face meetings. This individual uses the company ticket system to maintain records of customer contacts and requests.

### **Essential duties**

- Establish and maintain a healthy rapport with a customer's business and technical points of contact.
- Receive service requests from customers. Enter service requests into the CMA Technology ticketing system.
- Review incoming service requests for completeness and clarity. Reach out to the customer and/or other CMA team members if additional information is required.
- Update non-technical and technical customer information in the appropriate system.
- Evaluate skill level required to complete service request. Assign service request to technician with appropriate skills.
- Schedule service appointments with customers.
- Dispatch field technicians to on-site locations.
- Periodically review the service board. Follow-up with technicians as needed to ensure the service board is accurate and up-to-date.
- Present to a customer or a prospective customer, in a positive manner, the business policies and procedures of CMA Technology.
- Assist the customer in implementing best practices in the use of CMA Technology products and services.
- Ensure assigned tickets are resolved within CMA Technology service guidelines.

### **Education, Skills and/or Experience Required**

- Three-years of experience working in a customer relationship position.
- Excellent written and verbal communication skills.
- Demonstrated performance in meeting deadlines.
- Ability to understand and work with technical systems and procedures.
- Desire for career growth in customer support and/or technical management.