

Responsibilities and Job Description

The *Customer Support Specialist I* is an integral part of a team of professionals who support Information Display Systems (IDS) fielded in more than 200 airports worldwide. As a *Customer Support Specialist I*, your main responsibility will be administrative actions that directly support SAI Help Desk activities. The *Customer Support Specialist I* will be responsible for providing initial, first level (tier) telephonic assistance to Customer Support Requests (CSR's), document reported problems/issues, identify the proper team member to assign for issue resolution, and guide customers through the most basic, non-technical problem resolutions. Additionally, the *Customer Support Specialist I* will assist in CSR electronic tracking, customer notification, administrative management of open problems/issue, coordinate and set-up company meetings, luncheons, and/or presentations, and the performance of other administrative and manual tasks associated with the Support Center.

Work activities

- Greet and assist the general public, potential customers, and outside vendors by managing all building entrances; control building access to only those authorized
- Collect all incoming external correspondence (mail, packages, etc.) and internally distribute
- Facilitate / constantly monitor company support center e-mail account(s); answer assigned CSR telephone lines; draft & send correspondence to support center clients as directed / required
- Read and/or listen to client problems / issues to collect necessary information to determine & assign CSRs to the appropriate internal company specialist, technician, and/or engineer
- Accurately determine if a CSR is covered by a support plan or program through the use of company warranty/support software; Assign CSR numbers to covered customers by using company defined help desk tracking software
- Document, review & track CSR reported problems; prepare reports as required
- Ensure CSR customer response times are consistently within contractual requirements
- Assist & perform other administrative duties as assigned by supervisor(s) / management
- Perform company internal maintenance tasks as assigned by management
- Support additional projects as directed by supervisors and/or management
- Provide assistance with packaging, unpacking, and assembly of customer products as directed by senior personnel

Required Qualifications

- Education / Work Experience:
 - High School Diploma
- Proficiency with Microsoft Office (MS Excel, Word, & PowerPoint, in particular)
- Excellent multi-tasking & time management skills
- Strong verbal and written communication skills
- Ability to remain task focused on assigned projects & customer issues
- Eye for detail & commitment to the fulfillment of all projects
- Must be punctual, detail oriented, & professional at all times
- Must be able to pass all appropriate background checks

Preferred Qualifications

- 1+ year(s) of work experience
- Strong customer relations skills