

Job Title: Customer Care Coordinator

Reports to: TotalCARE™ Supervisor

FLSA Status: Exempt

Department: TotalCARE™

Dated Revised: 08/26

Purpose:

The Customer Care Coordinator is accountable for day-to-day management of Service Request Dispatch and Administration boards, including handling the majority of customer appointment scheduling, communicating with clients about day-to-day status of service requests/scheduled work, and assisting with vendor communications such as RMA etc.. This person provides general support to the owner, the TotalCARE Supervisor, Project Managers and the Operations Manager in assisting our team in meeting the expectations of our customers and meeting internal SLA's. In addition, this person is often responsible for communication/coordination of work with vendors.

Succession/Career Progression Opportunity:

This person will have the opportunity to progress as General Informatics grows by focusing on a particular portion of the currently-defined role (i.e. customer service/support, Engineering support, or others).

Primary Responsibilities

- Route support calls to right engineer by answering incoming telephone calls, with a focus on exceptional & warm client service.
- Manage Service Request Dispatch and Administration boards, including handling the majority of customer appointment scheduling, communicating with clients about day-to-day status of service requests/scheduled work.
- Gather data to create/update client service requests and manage client expectations about service center availability and response time. Update clients' expectations when circumstances warrant.
- Schedule day-to-day client-on-site technician visits/work, coordinating/communicating details about these scheduling decisions with affected parties.
- Assist owner with various office activities.
- Assist in product ordering from distributors/manufacturers, prioritizing based on required availability date, and do product ordering to minimize freight expense and product delays.
- Provide back-up support to the Operations Supervisor.
- Gather day-to-day metrics information for reporting to staff in daily operations round-up.

Direction of Others:

- This position Reports to Operations Supervisor and requires that the Customer Care Coordinator make recommendations and decisions about the urgency of service requests and appointments, and provide that information to the affected technical staff.

Qualifications and Skill Requirements:

- 1+ years experience in a business administrative position such as administrative assistant / office manager.
- Prior experience in an IT environment preferred or good technical skills
- Some college required.
- Strong and up-to-date skills on Microsoft Office products.
- Experience and strong interest in customer service, building relationships with multiple customers by telephone and email (and occasionally in person).
- Ability to anticipate work demand/volume and allocate resources to meet client and business needs
- Ability to multitask, manage detail, work quickly and be accurate.
- Willingness to take ownership for job responsibilities and drive change and performance with limited direction
- Recognition of, and empathy for, client and coworker expectations, business needs, frustrations and concerns