



Position: Help Desk Coordinator (Full-time)

Date Posted: August 2018

Supervised By: Service & Warranty Manager – Pig Systems US & Canada

Location: Holland, Michigan

Duties & Responsibilities:

- This person will be responsible for full coordination and direct support of the BDUS help desk. The Help Desk is a company program which supports all Business Units
- Primary responsibilities will be to answer calls and e-mails during normal working hours from our “Help Desk Service Program”
- The HDC will log all calls into our CRM (Customer Resource Management program)
- The HDC will be responsible to make sure all calls are followed up on and closed in a timely manner per management instructions through the CRM program
- Communication and expediting problem resolution through all BDUS departments and third party service companies will be required
- Retrieve all night and weekend calls from answering service
- Coordinate dispatch of techs for service calls
- Log in weekly field reports to CRM projects
- Log in miscellaneous complaints/ issues received from inside company sources
- Assist on monthly install schedules for all departments
- Assist with creation of user/operation manuals for Pig and other departments
- Assist in the support of the management of manuals, spare parts and coordination of third party Service companies in the area of aftersales service and warranty work
- Other duties per supervisor

Qualifications:

- Proficient and pleasantly diplomatic with written and oral communication with customers
- High level of technical aptitude including electrical, mechanical and computer software systems. Must be able to read Blueprints and understand Bills of materials
- General knowledge of common PC software including: MS Word and MS Excel, experience with MS PowerPoint, and MS Project an added benefit
- 2-4 yr. degree in Business, Engineering or Construction management
- 3-5 years’ experience in customer service related activities, engineering and/or Project management utilizing a formal business system