

Software Customer Service Representative

Contact: Human Resources

Apply online at www.parkindustries.com

POSITION SUMMARY

The Software Customer Service Representative is responsible for handling and processing all customer inquiries relating to foundation, pre run, run and post run software including operator issues or questions. The Software Customer Service Rep will also support customers by troubleshooting software/hardware issues to determine the cause of the problem and either solve or transfer the customer issue to the appropriate representative to resolve the customer's issue.

ESSENTIAL FUNCTIONS

- Excellent trouble shooting skills.
- Works well with electricians, mechanical engineers, and electrical engineers to resolve problems.
- Excellent communication skills required to train customer employees.
- Explains and demonstrates all features of the machine and its' operation.
- Explains all maintenance areas, guiding customer through preventive maintenance procedures.
- Must function as the primary interface between customer and PI, ensuring customer confidence and cooperation.
- Exhibits professional appearance and performance.
- Ensures that Installation Coordinator, Outside Sales Consultant, Product Managers, Service Managers and others as required are updated on service, warranty, and installation work problems, etc.
- Provides information to all departments as appropriate to ensure that service issues are identified and, if not resolved, forward to other departments for resolution.
- Assists with troubleshooting all customer inquiries regarding software.
- Understands customer and employee concerns, and develop resolutions to problems.
- Interacts with other PI departments for information sharing and problem resolution.
- Builds internal support and confidence.
- Provides information to all departments as appropriate to ensure that service issues are identified and, if not resolved, forward to other departments for resolution.
- Keep Training Manager and appropriate Product Managers updated on unresolved customer issues.
- Performs other work-related duties as assigned.

QUALIFICATIONS

- Experience in software troubleshooting required.
- Experience in customer service preferred.
- Experience and/or expertise in manufacturing environment preferred.

SPECIAL CONSIDERATIONS

- Occasional travel may be required.

TRAINING

- Understanding of Park Industries Customer software or similar software required.

- Experience working with software engineers, electrical engineers, trainers, and IT functions to resolve problems preferred.
- Experience with Windows operating systems, CAD/CAM, and MS SQL Express preferred.
- Excellent trouble shooting skills
- Highly developed interpersonal communication skills.
- Excellent trouble shooting skills
- Excellent telephone communication skills required to help customer employees perform the trouble shooting steps required to determine and resolve the customer issue.
- Good analytical, as well as oral, written, and listening skills.
- Close attention to detail.
- Must be able to lead, facilitate, and organize.