
Job Description – Customer Service Engineer (Level 1)

BASIC FUNCTION:

The function of the Customer Service Engineer (Level 1) is to perform triage on inbound customer calls and service or escalate customer issue as appropriate and support Level 2 Engineers in their work. A secondary function is to perform Parts Test and Supplier Coordination roles as required and certified.

PRINCIPAL DUTIES:

The following are principal duties of the Customer Service Engineer:

Leadership and Management

- Represent TERiX in a positive and professional manner
- Work with all personnel and outside contacts to satisfy clients and achieve company goals
- Identify areas of improvement in the company and assist in creating and implementing solutions
- Submit not less than one operational improvement issue per month to the Issues List Master for inclusion on the Issues List
- Arrive to work and meetings on time and prepared
- Maintain work areas in a clean and organized manner
- Perform any other duties assigned by your manager
- Develop Plans to reduce rework with the aim of eliminating rework
- Ensure that workers are following all safety guidelines

Service Delivery

- Effectively communicate skills to engage the customer and start the service experience
- Ensure proper managing of the initial call from the customer
- Thorough understanding of the Ticketmaster program
- Knowledge of which files to ask for, from the customer, to effectively diagnose the service requirement
- Engagement required for any missed SLA (Service Level Agreement)
- Effective 'debrief' and reporting of service call for future enhancements
- Follow company guidelines for SLA (Service Level Agreement) for responding to customer calls.
- Coordinate parts and engineer schedules to ensure that SLA is met
- Follow up with customer regarding outstanding issues
- Research customer service entitlement as per the Entitlement Procedure
- Track inbound and outbound call metrics as required in order to collect customer service delivery metrics necessary for effective capacity planning
- Collect, collate and develop customer service delivery key performance indicator metric reports as required

RESPONSIBILITIES:

The Customer Service Engineer is responsible for ensuring that:

- All of the duties of the Customer Service Engineer are completed as per the job description

-
- Call Log Data is accurately recorded and submitted in a timely manner.

AUTHORITIES:

The following are principal authorities granted to the Customer Service Engineer:

- Exercise the responsibilities and perform the duties of this position. This includes full decision-making authority for all responsibilities and duties

REPORTING RELATIONSHIP:

The Customer Service Engineer reports to the Territory Manager as assigned by the Director of Operations.

The following positions report directly to the Level One Engineer; none.

QUALIFICATIONS:

- Certification as a System Administrator or equivalent industry experience
- 2 or more years UNIX experience
- Diploma or equivalent from a recognized technical institute
- Strong customer management skills
- Ability to follow procedure and efficiently trouble-shoot hardware and software issues

MEASURES OF PERFORMANCE:

The following will be used to evaluate the performance of the Customer Service Engineer:

- Demonstration of thorough knowledge of internal call handling procedures and use of Ticketmaster for management of issue resolution data
- Internal and external customer service satisfaction ratings
- Regular on time attendance history and shift flexibility to meet changing customer demands
- Commitment to ongoing technical education and successful completion of internal and external certifications as planned
- Accuracy and regularity of completion of internal process documentation

THIS JOB DESCRIPTION HAS BEEN AGREED UPON BY:

Managing Partner: _____ Date: _____

Level One Engineer: _____ Date: _____