



## **CUSTOMER SUPPORT COORDINATOR**

Black Creek Integrated Systems is a leading national supplier of computerized electronic security and inmate management systems for the corrections industry. Black Creek's technology has evolved as a standard for numerous large correctional agencies and architectural and engineering firms specializing in criminal justice work. As a result of its experience and reputation over its 40+ year history, Black Creek has enjoyed steady growth in what has proven to be a recession-proof industry.

Black Creek is seeking an outgoing, highly organized, and detail-oriented individual to coordinate all aspects of the operation of its Customer Support Department.

### **General Responsibilities**

This position reports directly to the Vice President of the Engineering Department and is responsible for making sure that customers' service and support needs are met in a professional, timely, and cost-effective manner.

### **Essential Duties & Responsibilities**

- Communicate with customers
- Generate work order documents from service requests
- Triage service requests based on urgency and contractual status
- Track outstanding service issues and work orders
- Track maintenance contracts
- Generate quotations
- Generate invoices
- Communicate with field personnel
- Maintain and coordinate service calendars/schedules
- Coordinate technician travel
- Compose correspondence
- Maintain file organization
- Perform research
- Generate, interpret, and route various reports and documents
- Maintain all information in service tracking application
- Work closely with multiple departments in the Company
- Additional duties or projects as necessary

### **Necessary qualifications, skills & attributes**

- Outgoing personality with a sense of humor
- Highly organized and detail-oriented
- Top notch verbal communication skills
- Thorough working knowledge of Excel, Word, and Windows work environment
- Ability to compose correspondence with correct grammar, spelling, and sentence structure
- Ability to maintain professional composure and telephone etiquette
- Ability to prioritize work and juggle multiple projects effectively

## **Education, Certifications, Licenses**

- High school diploma required
- Bachelor's or two-year college degree in business or related field will improve candidacy

## **Working at Black Creek**

In addition to offering competitive compensation, we offer a generous benefit package that includes:

- 401(k) retirement plan
- Vacation/personal time program
- Paid holidays
- Health & dental insurance
- Life insurance
- Long Term Disability insurance
- Tuition reimbursement program
- Congenial work environment
- Convenient office location
- Work week that allows Friday afternoons off