

We are on the hunt for a Senior Customer Support Representative who will act as a high-level customer service account manager. This individual will manage established customer accounts and serve as the primary point of contact for customer service.

Think You Fit the Bill? Keep Reading...

### **Five Things Our Employee Handbook Won't Tell You**

**The buck stops with you:** This is not a call center gig – we need someone who is passionate about helping customers find the right conclusion to their life-safety issues.

**Why you are right for this gig:** You can always find a great solution that satisfies everyone involved while maintaining a high level of professionalism.

**Keep walking if:** You lack the necessary skills to handle difficult or sensitive customer situations.

**Bonus points awarded for:** Customer service experience in the alarm industry.

**Build your street cred by:** Seamlessly working with other departments to investigate problems and handle inquiries.

### **Because Life is Just Better with a Bulleted List**

#### **Job Duties & Responsibilities**

- Serve as liaison between the customer and technical staff: effective communication with customer is essential.
- Coordinate VIP client communication
- Manages and coordinates the processing, communication, and implementation of all Customer Service changes, including changes related to customer requests and customizations.
- Contact and work with engineering, quality, manufacturing, production control, accounting or other sections of marketing to investigate problems, handle customer inquiries, and coordinate follow-up requests.
- Evaluate or process customer requests for quote.
- Resolve customer problems with the system, billing, etc.

#### **Skills & Requirements**

- 3-5 years' of customer service experience in an office setting
- 2-4 year degree in business or related field preferred.
- Must possess strong administrator skills for difficult or sensitive customer situations and respond promptly.
- Must be highly organized and able to prioritize multiple projects.
- Must be able to lead and inspire others