



## JOB DESCRIPTION

FINAL 7.7.14

**Position:** Service Support Specialist I  
**Department:** Service Operations  
**Reports to:** Director of Service Logistics  
**Status:** Regular, Full-Time, Non-Exempt  
**Location:** 615 Industrial Drive, Cary, IL 60013

### Position Description:

Under general supervision, Service Support Specialists (SSSs) take and manage requests for service and technical support from external and internal customers. They help fulfill service requests by procuring and ensuring shipment of parts for Consensys' Field Service requirements. The SSS takes ownership of a call, opening and dispatching scheduled service calls to ensure contractual commitments to customers are met. An SSS must have reliable work attendance and may be required to work different shifts as needed to meet the Service Dispatch Center hours of 8 AM ET to 5 PM PT.

### Roles & Responsibilities:

- Receive, document, dispatch, and escalate customer requests as needed to ensure response time that meets customer commitments
- Support Field Service activities by interfacing with customers, Field Service Engineers (FSEs) and internal suppliers, from receipt of call through resolution
- Enter shipping documents (packing lists) and ensure timely shipments of spares to FSEs
- Open service calls for Preventive Maintenance calls as required to meet contractual commitments
- Keep customers informed and satisfied regarding status of service calls
- Interface with other functional departments (Operations, QA, etc.) as needed to assist with customer and sales representative communication
- Monitor loaner activity for customers and FSEs
- Provide informal price quotations for billable service projects
- Follow all Consensys procedures relative to invoicing, inventory control, RMA processing, etc.
- Actively participate in enhancing the customer experience by identifying areas of improvement
- Participate in the Service Dispatch on-call rotation (evenings, nights, weekends and holidays)
- Other duties as assigned

### Requirements:

#### Education & Certifications

- High School diploma or G.E.D. required; Associates or Bachelor's degree preferred

#### Experience

- 1+ years of experience effectively dealing with customers in person or over the phone
- General knowledge of ISO 9001 and FDA Quality System Regulation guidelines preferred
- Knowledge of the diagnostic imaging medical equipment market preferred



Travel

- Minimal, if any

Competencies

- Excellent verbal and written English language skills
- Proficient with MS Office applications, including Excel, Word, and Outlook, and CRM software
- Quality- and customer-service driven to consistently delight internal and external customers
- Team player who is willing to go above and beyond to help others
- Self-motivated, proactive, and resourceful
- Positive, professional attitude
- Establishes and maintains effective working relationships based on mutual trust, respect, and cooperation with manager(s), executives, co-workers, customers and/or vendors
- Reacts quickly and adapts to changes in priorities, circumstances and direction
- Strong problem-solving, organizational, prioritization, and documentation skills
- High level of attention to detail
- Accurate typing skills

By signing below, you acknowledge that you have received, read, understand, and agree to the above job requirements and responsibilities.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Signature

