

# Client Services Coordinator 2

Non Exempt



**VenTek***International*

## Responsibilities:

### RMA/OEM Repair Process (70%)

- Create RMAs in Syspro from Customer input, whether from a phone conversation, email or ZenDesk tickets.
- Investigate part history on Syspro to make the best decision for the returned part.
- Meticulously follow RMA (SRO) procedure which will allow the RMA desk to provide efficient customer support.
- Physically receive Components/ RMA and place into repair shelves for the repair technician
- Make sure all Serial No. Records are accurate.
- Prioritize, coordinate and assign RMA work assignments to the appropriate resources in order to efficiently test and repair customer RMAs in a timely manner, including OEM repairs.
- Track Discrepant Materials returned to VenTek from OEMs through the RMA System in Syspro
- Completion of Jobs for any OEM repairs being charged to the Customer.
- Create quotes for completed RMA's for Customers
- Assist with internal movement of parts. From or to Inventory or the RMA process
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### Sales (20%)

- Take Customer orders as needed. Create Quotes and/or Sales Orders. Coordinate with Sales, if necessary.
- Pick parts from VenTek Inventory and/or work with the Parking and Transit Shop Supervisors. Create any Work Orders as necessary.
- When necessary ship parts to customers using the FedEx Ship Manager.

### Other Client Services Tasks (10%)

- Update the SIM sheet with new modem information either from Production or RMA's.
- Update the SFVM spreadsheet with RMA information
- Special projects as assigned by Management.

## Skills

- Excellent oral and written communication skills including spelling and punctuation
- Problem solving, resolution, negotiation, general business application and organization skills
- Excellent customer service skills
- Ability to work with a variety of types of people. Ability to work in a team.
- Can work independently to solve problems. Familiarity with manufacturing environment
- Office equipment knowledge, i.e. phone system, fax machine, copier
- Strong computer skills including Excel, Word and ERP Systems Required
- Energetic, confident, pro-active, team player, and capable to operating in a fast-paced growth environment
- Detail oriented
- Confidentiality is essential

## Requirements

- Graduate High School or AA Certificated with minimum 2 years relevant experience or equivalent experience
- Demonstrated planning and organization skills