



Technical Services Coordinator

The Technical Services Coordinator will be the first contact for customers when they request support from the service organization.

Key Responsibilities

- Administer incoming calls and enter into the call tracking and Return Authorization system, gather basic data from customer before transferring to a Technical Service Engineer.
- Complete and maintain all Return Authorization and warranty paperwork.
- Update customer record in call tracking and Return Authorization system with customer and product specific information.
- Determine the warranty or non-warranty status of product to be returned by researching the files for customer invoices, warranty dates, warranty performance, and other supporting documentation.
- Create sales orders for both warranty and non-warranty product returns.
- Work with Technical Services Engineers to coordinate travel arrangements and travel expenses reports.

Education, Experience and Skills

- High School Diploma or GED equivalent.
- Prior office experience preferred.
- Proficient computer skills including Microsoft Office.
- Strong oral and written communication skills.

Qualified candidates may send their resume to:

Broadcast Electronics
Attn: Human Resources
4100 North 24th Street
Quincy, Illinois 62305
Or tzanger@bdcast.com

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