## Job Description

**Job Title:** Technical Customer Service Coordinator  
**Department:** Print + Retail Solutions  
**Reports To:** Associate Director, Operations & Strategic Initiatives or Manager, Production  
**Jobs Reporting:** None  
**Salary Grade:** USG 4/5  
**Effective Date:** August 1, 2017

### Primary Purpose

The Technical Customer Service Coordinator is accountable to provide excellent customer service, to promote New Media Services, and provide assistance with new business development. He/She is responsible for excellent customer and technical service for the entire life cycle of customers' orders. The incumbent ensures that customers understand service and product options, and orders are properly prepared for completion and completed accurately to meet expected timelines. The incumbent demonstrates thorough knowledge of products and services available through New Media Services and other P+RS business units. They work closely with their manager to analyze and implement new business development initiatives in New Media Service categories. They have in-depth knowledge and can operate software and applications to set up and complete printing, scanning, and finishing orders on all types of equipment including 3D and wide format.

### Key Accountabilities

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<tr>
<th>Collaboration</th>
<th>Customer Service</th>
<th>Leadership</th>
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| - Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible  
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally | - Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location  
- Provides technical input and support for customer printing, scanning and finishing orders  
- Informs customers of New Media Services products and service offering and advises on job requirement for completion  
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service | - Trains and acts as resource to other staff members operating New Media Services software and equipment  
- Provides functional guidance and direction to part-time staff working within areas of responsibility |
Job Description

**Effective Production and Retail Performance**
- Monitor quality control of jobs, ensuring errors are identified and effectively corrected in a timely manner
- Maintains safe operation of printers and computer equipment
- Adheres to all applicable health and safety procedures, instructions, and directives
- Monitors machine performance and requests service when indicated
- Performs basic equipment maintenance to sustain performance and quality standards
- Investigates, troubleshoots and corrects basic equipment problems and malfunctions

**Business Development**
- Maintain customer relationship profiles for customer retention and loyalty-building
- Promote products and services through meetings or presentations to the campus community

**Internal Communication**
- Communicates with his/her manager regarding any customer service issues or problems that may affect P+RS reputation or production deadlines

**Inventory Management**
- Monitors supply levels and reorders independently

**Vendor Management**
- Acts as primary contact for service staff, scheduling service calls with technicians when necessary

**Required Qualifications**

**Education**
- High School Diploma or equivalent experience

**Experience**
- Three years of experience in a technical customer service and/or junior business development role
- Expert experience setting up, transferring, and operating production-level print, scan, and finishing equipment

**Knowledge/Skills/Abilities**
- Knowledge of the production print environment and standard procedures
- Must have advanced knowledge of pre-production software and equipment, and a thorough understanding of all aspects of production systems
- Must have a solid understanding of data transfer techniques such as SFTP, file-sharing, etc. to move digital files to production equipment
- Knowledge of file management to ensure that all files are backed-up, transferred, and stored securely
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building

**Nature and Scope**
- **Contacts:** Beyond connections with P+RS colleagues, the incumbent maintains excellent relationships with customers (staff, faculty, and students) to ensure positive positioning for P+RS. In addition, the incumbent will maintain professional relationships with equipment, software and supply vendors to facilitate service and maintain supply levels
- **Level of Responsibility:** Responsible for working with the customer through the entire lifecycle of an order from file creation and submission through to production and delivery. The Technical Customer Service Coordinator is expected to operate all equipment and software independently, while also training and directing others using New Media Services production resources.
• **Decision-Making Authority:** This position is expected to work independently, and has decision-making authority for the items outlined above. In complex or unusual situations, issues may need to be escalated to his/her manager. This position has the authority to provide customer discounts and change prices based on volume and customer requirements or to rectify a service error.

• **Physical and Sensory Demands:** Physical effort required to lift 50 pounds of paper (boxes). Attention to details, accuracy, and verbal communication with customers, co-workers, and management. Multi-task environment requires excellent organizational skills for timely sequential jobs as received from customers or prioritizing jobs as needed for efficient job completion.

• **Working Environment:** Work area is in the production environment of P+RS. The work requires ability to move about frequently and requires attention to the surroundings.