

BROADCAST TELEVISION CUSTOMER SERVICE TECHNICIAN

Comark is a world market leader in transmitters and RF support equipment for Broadcast Television and Scientific applications. We develop future proof solutions for our customers, and help them with their installation, service and support.

POSITION SUMMARY

As a Customer Service Technician, you will work directly with Television Transmitter customers to help solve equipment issues, answer technical inquiries, and support warranty and after sales services. Work closely, in a professional manner, with Customers, Engineering Department, Manufacturing Department, Shipping Department, Sales Department, and vendors.

ESSENTIAL FUNCTIONS

- Answer Customer phone calls and email from the Comark Call Center
- Document all calls and work directly with Customer to provide professional service
- Troubleshoot customer equipment to provide accurate technical solutions working with internal Comark departments, as required
- Process warranty, RMA, and parts orders
- Follow up within organization so customer receives parts and service in a timely manner
- Coordinate with customer and service teams to provide on-site service
- Develop equipment service instructions and Technical Service Bulletins
- Work in a team atmosphere to share suggestions and solutions
- Follow internal communication procedures, guidelines and policies
- Develop and foster positive customer relations

AREAS OF RESPONSIBILITY

- Must possess the ability to work under changing priorities, interface with other departments, and meet due dates within an established budget.
- Maintain ownership of customer issues until satisfactory resolution is achieved

QUALIFICATIONS

- Two years of television and broadcast product experience and an understanding of broadcast industry technologies or equivalent technical equipment
- Demonstrated ability for providing superior customer service
- Willingness to learn technical details of Television Transmitter equipment
- Proficiency in MS WORD, Excel, and Outlook and willingness to learn company ERP system.
- Ability to represent the company in a positive manner to our customer base
- Strong communications skills are essential.
- Experience with electronics and RF
- Associates Degree in Electronics, or equivalent, or BA/BS

See our website at: www.comarktv.com

Please send resumes to: careers@comarktv.com

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