

Job Description



Position: Customer Support Specialist
Reports To: Customer Support Supervisor
Department: Customer Support
Status: Full Time
Revised: September 8,2022

Position Overview:

The Customer Support Specialist position will be the primary support person for all CoachComm products, including broadcast/live event product customers and distribution partners worldwide. This position will provide product application support, workflow structure, technical knowledge of all CoachComm communication, audio, broadcast/live event systems, and proper work processing notation. The person in this position should enjoy spending time with the customer to understand their problems, concerns, and needs to best provide the proper solutions. This position will also be involved developing and testing new products, along with cross-training other employees.

Primary Responsibilities:

- Provide the highest level of application knowledge, troubleshooting, and support for all audio and communication products
- Understand and continue to develop in-depth knowledge related to broadcast/live event applications such as 2-wire, 4-wire, and wireless intercom systems, matrix style intercoms, competitive wireless intercom products and systems
- Understand and continue to develop in-depth knowledge related to RF strategies as well as the challenges of radio-based communication in production environments
- Work closely with Sales, Service, Customer Service, and other employees to ensure proper expectations and overall customer satisfaction
- Process Service Orders and issue RMA numbers while communicating directly with customers over the phone, email, or in person while initiating associated paperwork or software documentation to ensure proper internal and external equipment flow
- Professionally interact with customers during high-stress situations to acquire essential information regarding customer concerns, equipment issues, proper equipment setup, recommended improvements and front-line troubleshooting
- Coordinate any type of communication or equipment sent from suppliers or manufacturers to our customers
- Coordinate equipment sent for repair outside of CoachComm that includes manufacturers and other outside service entities
- Work with PM, and Sales on testing, launch, support, demos, and training strategies of broadcast/live event equipment
- Frequent and last-minute travel will be necessary

- Assists PM on documentation review, recommendations and technical content
- On-Call duties during the week and weekend days/nights when required

Minimum Knowledge, Education, and Experience:

- Associate's Degree Preferred in technical engineering or business related major or equivalent experience
- Accuracy and attention to detail is a must
- Must possess excellent communication skills both written and oral
- Prefer at least 3 years of experience in IT, audio/control systems, broadcast production, matrix systems, troubleshooting, repair and support
- Proficient working knowledge of MS Windows, Word, Excel and any job- supporting software systems
- Able to work independently while relying on experience, judgment, planning skills, past accomplishments and willingness to perform a variety of involved tasks
- Be familiar and have a general aptitude for a variety of audio and broadcast equipment, industry concepts, practices and procedures

General Acknowledgement and Disclaimer:

No statement in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The undersigned have reviewed and understand the duties, responsibilities and performance expectations as outlined in this job description.