

Customer Service Support

Communicate with customers by telephone or in person. Share company information about products and services. Handle incoming customer issues; ask questions, gather facts, and document information. Evaluate and suggest preliminary actions to resolve the problem. Escalate unresolved issues to the appropriate department. System issues may be in networking, audio, video, security, lighting control, or integration.

Responsibilities:

- Confer with customers by telephone or in person to provide information about products and services
- Gather and document information on customer issues with installed systems
- Take preliminary steps to resolve customer issues and document actions taken
- Refer unresolved customer issues to designated departments for further investigation
- Assist with field installation as needed
- Pre-wire cables using hand tools and power tools
- Connect cables to distribution panels and termination outlets
- Test cabling and verify performance
- Read, perform, and document tasks outlined on a Work Order
- Read and follow manufacturer installation instructions
- Deliver exceptional customer service
- Deliver additional materials or equipment to job sites as needed

Skills:

- Verbal communication
- Active listening
- Judgement and decision making
- Critical thinking
- Reading comprehension
- Accurate documentation
- Follow instruction
- Safe use of hand and power tools
- Cable identification, specification, installation, connection, and testing
- Read and interpret floor plans, block diagrams, and schedules

Other expected skills:

Personable
Empathetic
Agreeable (pleaser)
Problem solving

Knowledge:

- Customer and personal service
- Fundamental mathematics
- Home technology industry
- Construction
- Jobsite Safety and Etiquette
- Cables, connectors, and termination
- Hand and power tools
- Industry standards
- Networking fundamentals
- Basic network security
- Sound, audio, and video principles
- Audio/Video sources and streaming media
- Basic Troubleshooting
- Project management and documentation