



RICH AV DESIGN

Customer Service & Support Specialist

Job Description

The Customer Service and Support Specialist will work closely with our customer base and installation team to provide both onsite and remote support. You will also be responsible to work within the final stages of installation, provide quality assurance testing and adjustments, ensure the job is documented properly for future support, and to become familiar with the jobs.

Job Description / Daily Tasks Include:

- Work as a service coordinator and be responsible for managing our Zendesk (help desk) platform and the liaison between One Vision Resources (our support partner) and Rich AV Design.
- Ensure that customer documentation is kept up to date on Zendesk, Dropbox, and other tools which we use to document customer information.
- Present service plans to new and existing customers – ensure that all customers choose a plan.
- Provide support and troubleshooting both onsite and remotely for new and existing installations.
- Provide quality assurance testing of new installations prior to project completion.
- Assist with the final stages of programming and installation of new jobs in order to facilitate a smooth project to service transition.
- Work with our design and office support staff to review projects before the leave the office to help ensure that the correct equipment goes to the job, and to help anticipate parts that may be needed.
- Provide after hours support (shared responsibility with other employees) as needed.
- Provide ongoing feedback to the design and installation team from a service prospective.
- Help other team members as needed.