

JOB TITLE

Management & Support

ORGANISATION

LOCATION

Sydney CBD, Inner West & Eastern Suburbs

WORK TYPE

Full Time

CLASSIFICATION

Accounting

OPEN DATE

14 Jul 2019

CLOSING DATE

16 Aug 2019

REQUIRED SKILLS

## Technical Support Coordinator (AV / Lighting)

### About the business and the role

Our client is one of Australia's largest distributors and manufacturers of professional audio, lighting and staging products, with an impressive portfolio of quality international and local brands.

With an enviable reputation for providing innovative audio, lighting and staging solutions and support to their clients, the Customer Support Team is expanding and looking for an enthusiastic Technical Support Coordinator to respond to technical queries from dealers and end users.

### Job tasks and responsibilities

The Technical Support Coordinator shall, ensure total customer satisfaction by responding to technical queries regarding products distributed and manufactured by the company; and, processing of customer orders.

Key duties and responsibilities include (but are not limited to):

- answering technical queries received via telephone or email,
- directing general enquires into channels appropriate to handle them;

## ROLE DESCRIPTION

- promptly responding to and following up customer requests, complaints and enquires received via telephone or email;
- entering purchase orders received from clients;
- coordinating the sales administration and forming the direct link between Account Managers and the company for sales activities;
- assisting the Technical Resources Group with project designs as required; and,
- preparing regular reports and sales administrative tasks.

### Skills and experience

To be considered for this position applicants must meet the **essential** criteria listed below:

- Sound knowledge of professional audio and lighting products and their applications.
- Advanced communication skills, coupled with the ability to build rapport over the phone.
- Experience in fast paced customer call service arena.
- Experience using ERP inventory systems (Pronto desirable).
- Unyielding desire to deliver total customer satisfaction.

It would be an advantage to possess one or more of the following **desirable** selection criteria.

- Experience with audio visual DSP programming.
- Experience with entertainment lighting control system programming.

**If you feel that you have the required skills, experience, and attributes please apply now.  
For further information call Dean on 8838 0416**