

Customer Support Coordinator:

Our Customer Support Team provides critical frontline representation for SEI. Our service-oriented coordinators field customer calls from more than 20 regional offices in 11 states, providing a customer experience unlike any other in our industry.

In this support role, you must have excellent customer service and communication skills to provide consistently exceptional service and follow up. Top performers in this role are able to take ownership of additional projects and effectively balance administrative tasks without losing focus on the primary role: ***Providing exceptional service to our customers!***

Responsibilities:

Answer inbound calls in a friendly, efficient manner

Log customer service calls in custom-software dispatch program and page out service calls

Monitor response times from Field Engineers and escalate calls to next level response teams as needed

Interact with Service Team members and leaders to ensure an exceptional customer experience

Provide administrative support for our regional offices, as well as for interdepartmental projects

Measure customer loyalty through proactive customer service calls

Work closely with teammates to complete tasks

Prioritize responsibilities in an multi-tasking environment

Adapt quickly to changing responsibilities and take ownership of additional projects as assigned

Requirements:

A proven track record in the following is *preferred*:

- Experience in an administrative and/or customer service role
- Experience as a top performer
- History of contributing to process improvements
- Experience exceeding customer expectations
- Proficiency in Microsoft Office products (required)

Interested?

If your skills and positive attitude are a good fit for SEI, [please apply](#) today.