



Job Description

Job Title: Meter Collection and Branch Support
Department: Service
Reports to: Service Manager
FLSA Status: Non-Exempt; 8:00 am – 5:00 pm, Monday – Friday (40 hours per week)
Revision Date: May 2, 2019

Major Function:

Support local branch office to collect meters, correct meter discrepancies with/at customer locations, perform inventory clerk job responsibilities during absences, perform receptionist responsibilities during absences, and assess inventory storage at customer locations to help maintain profitability.

Responsibilities:

- Assist branch and corporate office with meter collection requests throughout the month.
- Identify issues and troubleshoot meter collection problems, while interfacing with management team and programmers for customers located in Greensboro region.
- Install, configure, and update Data Collection Agent
- Review toner shipments and identify areas of concern to Customer Support Team.
 - Utilize Reporting to identify high risk deliveries, potentially where delivery may not support volume of output.
 - Monitor replacement devices to see where excessive deliveries were completed, share details about how this may have occurred.
- Provide follow up customer service calls for new customers.
- Assist with running toner and/or parts to customer locations to promote call efficiency and customer service.
- Identify ways to streamline account efficiency, customer satisfaction, and account profitability.
- Assist with major account assessments and installations within the Greensboro market.
- Other duties, as assigned.

Job Requirements:

- Excellent verbal and written communication skills.
- Must be organized with good time management skills.
- Possess proven analytical/problem solving solutions for the customer and the company.
- Computer experience with Windows and Microsoft applications.
- Must have the ability to communicate verbally and in writing with customers.
- Must have basic mathematical skills.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Legally eligible to work in the United States.

Experience:

- One year of experience in a customer-facing sales or support role.
- Strong understanding of customer and market dynamics and requirements.
- Good Driving record, able to meet Systel driving qualifications.
- Must successfully complete pre-employment testing.
- Must be able to communicate, understand, and respond to questions, directions, traffic signs, signals, and training.

Education Required:

- High school diploma or equivalent; Bachelor's Degree in Business, Marketing, Sales or related field preferred.

Related education and experience may be interchangeable on a year for year basis.

Related education may be substituted for experience on a year for year basis.