

# System Job Description



**Job Title:** Meter Collection and Branch Support  
**Department:** Service  
**Reports to:** Service Manager  
**FLSA Status:** Non-Exempt; 8:30 am – 5:30 pm, Monday – Friday (40 hours per week)

**Major Function:** Support local branch office to collect meters, correct meter discrepancies with/at customer locations.

## **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 Raleigh 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.
- Assist with running toner and/or parts to customer locations to promote call efficiency and customer service.
- Assist with major account assessments and installations within the Raleigh market.
- Install Labrador and troubleshoot at customer locations
- Network installs and service calls as needed
- Other duties, as assigned by management

## **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 orally and in writing with customers.
- Must have basic mathematical skills.
- Must have excellent time management skills.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Experience:**

- Legally eligible to work in the United States.
- 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.

## **Physical Requirements:**

- Must be able to carry and/or lift at least 30 to 50 lbs.
- Job will require bending, squatting, kneeling, pushing/pulling, moving/lifting various equipment and walking.
- Driving company vehicle to customer locations.

## **Education Required**

- High school diploma or equivalent