

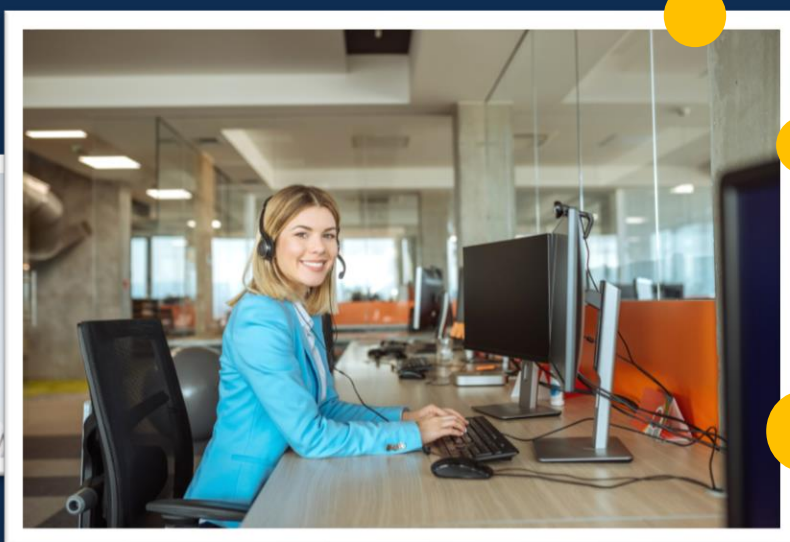
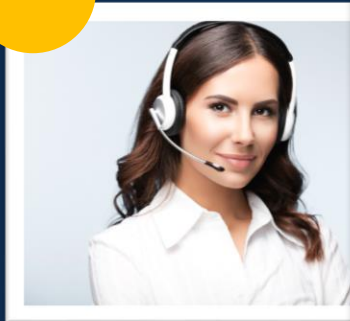
WE'RE
HIRING!

Service Coordinator

Portuguese language

Trizma is a dynamic Business Process Service Provider, operating in South East Europe, offering to its global customers the next generation of outsourcing services.

ACCELERATE BEYOND is our approach to outsourcing in which we **UNDERSTAND** business of our clients and end user needs, **EVOLVE** the business processes and models and we **ACCELERATE** together to maximize the full business potential. We do all in a synergetic manner, achieving unique customer experience over time.



Position is responsible for the proactive planning of all incoming work order allocations received within a specific geographic territory or Customer responsibility; Position is also responsible for ensuring that all available resources are effectively utilized and predefined service levels are consistently achieved and contractual agreements met.

- Support the activities of the Customer Engineers (CEs) assigned to this position within a particular geographic region or territory; Plan, prioritize, assign, and monitor all open work orders for CE's, ensuring the prompt delivery of service to meet our contractual terms and conditions; May be required to perform escalation management activities which provide end to end tracking for both field and customer
- Working with other Service Coordinators when the movement of engineers across territory boundaries is necessary to fill any skill or resource shortfall
- Providing a central point of communication for engineers and handling any incoming telephone messages that may need to be transmitted to the engineers within the territory
- At call closure, verifying entitlement of the correct serial number for the device being repaired, and ensuring correct bill type is included in each call to ensure that all cash and charge revenues are billed, except where automatic closure by the CE is available
- Provide parts management/coordination as assigned
- Service Coordinator is accountable for continuously receiving and handling high volumes of work orders, working in a team environment and interacting with multiple internal customers

BASIC QUALIFICATIONS:

- Fluency in Portuguese language
- High School Diploma
- Basic PC literacy; Keyboard proficiency; Understanding of Windows-based applications/tools
- Understanding of geographical areas and ability to utilize mapping tools for assigning work orders
- Relationship building skills; Excellent communication skills, verbal and written as well as listening skills

PREFERRED QUALIFICATIONS:

- Associate's Degree preferred
- 1+ years of experience in a Customer Service/Support environment