

Customer Success Coordinator

Polytec, Inc. is the worldwide market leader in optical measurement technology and has been in business for over 50 years, and is continuing to grow!

The Customer Success Coordinator role is a client-facing position focused primarily on support and account development within existing clients. We are looking for fun, charismatic, highly energetic, business-minded people with a strong desire to meet client needs. This is an excellent opportunity for personal development and learning opportunities while working within an international business team.

Responsibilities:

Supporting Polytec's "Cal-Max" Calibration initiatives by:

- Developing, executing, and maintaining a system for planning and coordinating all proactive Calibration & Up2Date activities:
- Contacting Customers to notify them of upcoming or expired calibrations
- Maintaining a schedule for booking and tracking onsite and in-house calibration activities
- Coordinating onsite trips with the goal to close at least 2-4 weeks before the actual travel date.
- Assisting Service and Order Processing by creating and sending quotations to Customers.

Supporting Service Team with daily Calibrations and Repairs:

- Creating and sending quotations for customers
- Revising existing quotes based on initial evaluation of systems received In-House.
- Chasing purchase orders for open cases which have been issued quotes.
- Inform Customers of the status of their systems based on feedback from Service manager and/or Service Engineers.

Supporting the Service Team by:

- Assisting with Weekly shipments from HQ as required
- Assisting with daily shipments as required
- Assisting with maintaining and organizing Service Inventory
- Other related duties as assigned.

Supporting the Sales Team by:

- Documenting all customer interactions and plan all your activities in our SaM database.
- Work closely with the Inside Sales team to ensure that our "Cal-Max" - PolyCare, Calibration, DMS upgrade and Up2date program stays on track.
- Reconnect: Create customer target lists and continue promoting our service products
- Execute sales campaigns, which are defined by the sales and inside sales team.

Support, by assisting in maintaining our equipment data base.

- Confirm the correct users for our equipment.
- Update our databases with the correct user and contact information.

- Note historical information into the note field.
- Communicate all relevant information directly with the Service Manager daily.
- Provide direct feedback on optimization potentials to Management.

Requirements:

- Experience in a related environment
- Attention to detail and high level of accuracy
- Phone experience and the willingness to take charge and resolve customer problems promptly
- Have strong customer service skills and work efficiently with little supervision
- Excellent written and oral communication skills and the ability to prioritize and meet deadlines
- An ability to multitask and stay focused on the job
- Strong work ethic and excellent attendance and punctuality history
- Proficient in computer skills with a thorough understanding of Microsoft Windows, Excel and Word
- Employment eligibility to work in the USA

Please send resume to Annette Schwarz: a.schwarz@polytec.com