

## Position Description: Customer Support Representative

**Position Title:** Customer Support Representative  
**Functional Group:** Operations  
**Reports to:** Support Team Lead  
**Date:** October 2018



### Our Company

Coretex is a world-leading technology company that creates innovative fleet management and IOT solutions for organisations that operate in mission-critical environments. Our start-up culture and 'can-do' attitude helps us take on the best and win. Our proprietary technology platform helps organisations run more efficiently and comply with complex legislation through intelligent use of data gathered directly from fleet assets.

Coretex has customers all over the globe. Our business is run from offices in New York, San Diego, Auckland, and Sydney. We have ambitious growth plans that will see us further expand operations over the coming weeks, months and years.

### Our Mission

At Coretex we believe that technology should be used to create a safer, cleaner and more productive society. The world's resources are under increasing pressure - to keep growing, we have got to figure out how to do more with less.

Our goal is to help operators drive better business results by improving their asset utilization, reducing fuel consumption and minimising the wear and tear on people and machines - all whilst ensuring that operators remain compliant with all relevant legislation.

### Purpose of this Role

We are searching for a motivated person with technical skills, aspiring to join a successful growing company in a high growth industry with markets in New Zealand, Australia and North America. This role provides a great opportunity for someone who wishes to pursue a career in customer support and technology operations and progress over time.

Critical to this role is the ability to listen to customers, understand their needs and solve their problems.. The successful candidate will be a true customer champion, will be enthusiastic and willing to go the extra mile to ensure that customers get exactly what they need. The candidate will also need to be technically savvy and understand the fast changing world of technology that we operate in.

### Responsibilities

The outcomes listed below describe the tasks the Customer Support Representative may be expected to carry out. This list is indicative of the role and is not exhaustive.

- Ensure customer satisfaction is maintained throughout and during and following any implementation project
- Provide technical and product support to new and existing customers
- Advocate customer needs/issues cross-departmentally
- Utilise Salesforce & Epicor to ensure that all cases are captured and actively managed

## Coretex Position Description

- Establish and manage effective support processes to support customers to a high standard
- Establish and maintain relationships in the company to minimise any churn
- Handle customer issues and escalate where necessary to ensure customer satisfaction targets are met
- Develop and implement a regular reporting regime of support activity
- Ensure that all activities are conducted in an ethical honest manner in line with company policies and within an economical framework

### Quality / Health & Safety Accountability

All staff are authorised to take suitable action to prevent, avoid and where possible eliminate quality and health and safety issues within their job area.

### People Specification

The ideal person fulfilling this role will have the following skills and characteristics.

- Good communication skills both written and oral
- An understanding of ITIL / ITSM principles and frameworks preferred
- Strong problem solving and analytical skills
- Be self-managing and a self-starter
- A high customer service ethic
- A collaborative working style
- Previous experience in a technical services desk environment is highly desirable

### Qualifications

A science, engineering, computer sciences, business degree or polytechnic qualification is preferred but not mandatory for the right candidate. Relevant sector experience will be valued alongside of any academic qualifications.

### Experience

Graduate level, some Customer Service / Technical Support / Telesales / Account Management experience is preferred, technology industry experience is advantageous but passion for technology is a given!

### Why Work with Us

This is a great time to join an agile and fast growing NZ technology company that's taking on the world. Coretex is the kind of company that gives you the opportunity to make a difference.

The Coretex team is driven, professional and focused. We're big on teamwork and open doors. We are passionate about providing our customers with the best technology and experience, and we like to have fun while we're doing so.

The development and growth opportunities are as unlimited as our business growth – locally and internationally.

### Location

The position will be based in San Diego, California.