

Job Description



Position: Communications Support Specialist
Reports To: Customer Service/Support Manager
Department: Customer Service
Status: Full Time
Revised: December 20, 2024

Position Overview:

The Customer Support Specialist will be the primary support person for all CoachComm products. This position provides product application support, workflow structure, technical systems knowledge for all CoachComm communication, audio, and broadcast/live event systems. This position will also be involved with developing and testing new products, along with cross training other employees.

Primary Responsibilities:

- Provide the highest level of application knowledge, troubleshooting and support for all audio and communication products
- Understand and continue to develop in-depth knowledge related to broadcast/live event applications such as 2-wire, 4-wire and wireless intercom systems, matrix style intercoms, competitive wireless intercom products and systems
- Understand and continue to develop in-depth knowledge related to RF strategies as well as the challenges of radio-based communication in production environments
- Work closely with Sales, Service, Customer Service, and other employees to ensure proper expectations and overall customer satisfaction
- Process Service Orders and issue RMA numbers while communicating directly with customers over the phone, email, or in person while initiating associated paperwork or software documentation to ensuring proper internal and external equipment flow
- Professionally interact with customers during high stress situations to acquire essential information regarding customer concerns, equipment issues, proper equipment setup, recommended improvements and front-line troubleshooting
- Coordinate any type of communication or equipment sent from suppliers or manufactures to our customers
- Coordinate equipment sent for repair outside of CoachComm that include manufacturers and other outside service entities
- Work with Product Management, Engineering and Sales on testing, launch, support, demos and training strategies of broadcast/live event equipment
- Frequent and last-minute travel will be necessary

- Assists Product Management on documentation review, recommendations and technical content
- On-Call duties during the week and weekend days/nights when required

Minimum Knowledge, Education and Experience:

- Associate's Degree Preferred in a technical engineering or business related major or equivalent experience
- Accuracy and attention to detail is a must
- Must possess excellent communication skills both written and oral
- Prefer at least 3 years of experience in IT, audio/control systems, broadcast production, matrix systems, troubleshooting, repair and support
- Proficient working knowledge of MS Windows, Word, Excel and any job-supporting software systems
- Able to work independently while relying on experience, judgment, planning skills, past accomplishments and willingness to perform a variety of involved tasks
- Be familiar and have a general aptitude for a variety of audio and broadcast equipment, industry concepts, practices and procedures

General Acknowledgement and Disclaimer:

No statement in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The undersigned have reviewed and understand the duties, responsibilities and performance expectations as outlined in this job description.