



Customer Service Technician

Position Summary: Responsible to ensure that Bay Tek Entertainment delivers the highest level of customer service possible to both internal and external customers. Primarily responsible to provide unscripted technical troubleshooting phone support to our customers for any of the products we manufacture.

Responsibilities:

- Assure customer satisfaction by working directly with our end customers via phone to troubleshoot and provide technical advice to resolve game/machine problems
- Troubleshoot by understanding and identifying the cause and effect of software and electromechanical devices
- Within Bay Tek, be a strong customer advocate while balancing our business goals
- Identify and quantify issues to discover or prove patterns and trends
- Engage with others to resolve issues
- Possess the ability to document issues and report out details and status
- Provide internal and external communication, disseminating information about issues, advisories, status, resolutions, techniques, etc.
- Willing involvement with our new product development team as a customer advocate
- Perform data entry, recording the details of the incident and entering of the resulting order and invoicing process for parts required

Education/Training:

- Associates degree in Business Management or equivalent experience a plus
- 3 – 5 years as a Customer Service Agent
- Proven business or life-experience troubleshooting

Knowledge/Skills/Abilities:

- Natural ability to independently research and troubleshoot issues
- Ability to remain calm in a fast paced high demand environment
- Ability to use personal computer and software packages
- Ability to take on and resolve recurring difficulties with customers and staff
- Must be able to establish priorities, work independently, and proceed with objectives without supervision
- Basic knowledge of electronics, electro-mechanical devices, and software
- Confidence, tact, patience, politeness and diplomacy while dealing with complex problems
- Motivational, listening, and problem-solving skills
- Willingness to adapt and change as needed
- Works well with others in a team environment
- Clear and concise, fluent, and positive communication skills

- Possess the ability to make good judgment calls in an environment without black and white rules

Travel Requirements:

- Possible, but not regular, visits to customer locations as well as possible attendance at trade shows

Physical Requirements:

- Typical office environment

Materials and Equipment Utilized:

- Typical office equipment

Working Environment:

- 95% - Office environment
- 5% - Manufacturing environment; clean, low to moderate noise, safety glasses required and other personal protective equipment where applicable