Client Support Representative

Overview:

We are seeking an experienced Client Support Representative at our prestigious client's site. If you are goal oriented, have an interest in technology and are an outgoing person this may be the position for you!

This person will provide key operations training to staff members on Canon multi function devices (the printers you see in most offices), load supplies (toner), add paper, check for misfeeds, provide first level response and escalate any issues to dispatch if needed. In addition, they will monitor supplies on hand, conduct a weekly rotation to check on each departments printer and provide monthly & quarterly reports to customer.

Canon Solutions America offers a competitive compensation package including medical, dental, vision, 401(k) Savings Plan, profit sharing, success sharing, educational assistance, recognition programs, vacation, and much more!

Responsibilities:

Specific job duties will include but not be limited to the following:

- Coordinates front-desk activity for print center and CCR activity
- Work with Canon IT Technical team to ensure software tools are operational and reporting
- Negotiates print turn around times with end users
- Collects and reports meter readings and submit to Supervisor for eBilling
- Ensures all data for reports are collected and reviewed for accuracy before generating any reports
- Tracks printer and MFD service calls, downtime, response time, repeat calls, etc
- Able to print from files, operate high volume digital printers, operate bindery equipment and assemble binders
- Able to provide triage to both printers and MFD's before placing service calls
- Knowledgeable about mail operations (beneficial)
- Directly supports the Site Supervisor in maintaining day-to-day operations

Qualifications:

Qualifications must include a high school diploma or equivalent, ability to multi-task, excellent communication skills, prior experience in a customer environment, technical knowledge to maintain and troubleshoot equipment within the department, ability to lift packages weighing up to 55lbs. Knowledge of outsourcing/facilities management, such as copy center, mailroom, records/file management, document imaging, reprographics, and facsimile operations are highly desirable.

Canon Solutions America, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, or any other characteristics protected by law.

EOE Minorities/Females/Individuals with Disabilities/Protected Veterans

Application Instructions: Apply online at https://jobs.canon.icims.com/jobs/15298/client-support-representative/job?mode=view&mobile=false&width=1040&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240