

Job Title: Customer Service Specialist
Job Type: Full time, employee
Industry: Gaming
Years of Experience: 1+

Novomatic Group of Companies is the largest gaming technology company in Europe and is expanding its business to North America. Novomatic is an integrated, global gaming company producing, distributing and operating high tech gaming equipment in well-regulated markets around the world. Our US subsidiaries focus on the development and distribution of gaming equipment in the North American and Puerto Rico markets.

In order to strengthen our US team, a newly created position for a

Customer Service Specialist

is vacant.

JOB SUMMARY: Novomatic Americas is looking for an individual with strong customer service and problem solving skills to fill our vacant Customer Service Specialist position. We need an enthusiastic individual who is able to listen to customer service issues and offer a unique and efficient experience. A successful candidate in this role will have a comprehensive understanding of the company's service policies, and be well-trained in product knowledge in order to offer quick and accurate assistance to customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop and maintain a professional image while representing Novomatic Americas in both personal interfaces and those communicated via the phone or e-mail.
- Answer phone calls and emails for customer concerns or orders.
- Communicate any customer concerns or issues via phone or email to the Technical Support team in a timely manner.
- Keep customer abreast of any issues or delays with service orders, conversions and/or parts.
- Maintain accurate information pertaining to customer database, service orders, approved programs, and the marketplace.
- Follow assigned service procedures as it relates to service quotes, service orders, service order processing, service order follow-up and delivery.
- Coordinate customer issues and requests; expedite or escalate for resolution in a timely manner.
- Confirm that all equipment is ordered through the purchasing department to ensure delivery of spare parts.
- Review service orders to determine whether the Compliance Department needs to be notified to submit shipping notification.
- Interface with customers and sales personnel on outstanding parts and conversion orders.
- Perform all analytical reports and clerical functions including; filing, typing, etc. as identified by management.
- Enter customer parts and conversion orders in Microsoft Dynamics Navision (NAV).



- Professionally interface and respond to questions from customers, service personnel and others within the company as required.

SKILLS/QUALIFICATIONS:

- Microsoft Office (Word, Excel, Power Point)
- Customer Service
- Critical thinking and creative problem solving
- Organization and teamwork
- Ability to work in a fast paced environment
- Excellent verbal and written communication skills

The position is vacant as of now. Compensation package commensurate with experience - Please add your compensation expectations together with your resume.

Novomatic Americas Sales, LLC is an Equal Opportunity Employer and does not discriminate against applicants for employment because of race, color, sex, age, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class. Candidates are subject to pre-employment drug screens and background checks.

