

Established 1952



Business Systems, Inc.

Position: Product Change Administrator

Job Description: Position provides significant customer communication and in-house scheduling of product change requests from new and existing customers.

Reports to: WebServices Manager

General Duties:

- Maintains customer communication regarding product change requests and testing.
- Coordinates and schedules product changes based on timing and resources available.
- Provides follow-up and confirmation of successful changes.
- Tracks time spent and generates invoices for services, when necessary.
- Works with minimal supervision and is able to handle most situations on their own.
- Maintain open and positive communication with clients, extended team members and management.
- Participate in overtime hours when necessary to complete assigned tasks.
- Other duties as assigned

Special Skills

- Must possess the ability to maintain appropriate communication with customers via face-to-face, over the phone, via on-line or in writing an email.
- Must be highly organized and able to handle time-sensitive projects and a changing priority list.
- Sharp listening, creative questioning and good note-taking skills to gain a clear understanding of the customer's needs, in order to provide an effective solution.
- Ability to work quickly and efficiently to meet deadlines.
- Ability to learn quickly and retain knowledge.
- Good creative problem solving skills, an independent thinker, and a dedication to customer satisfaction.
- Positive 'can-do' attitude, energy and enthusiasm with professional appearance.

Physical Requirements

- Desk work with some lab testing requires ability to sit or stand throughout normal work day.
- Ability to function in a dynamic group environment requiring frequent interruptions.

Availability to Work

- Communicating with customers and other company employees, implementing changes and providing follow-up can require long hours and weekends during product changes.
- Generally working regular business hours (Mon-Fri 8:00am – 5:00pm).
- Must be able to work until project is completed.
- Must be willing to assist other employees 7x24, as needed.

Training Needed

- Ability to interact with customers and other employees as well as demonstrating the ability to be organized is required.
- Exemplary customer service skills are required.

Knowledge Needed

- Reasonable familiarity with specific Microsoft Software: Word, Excel, Windows Accessories.
- Working knowledge of Windows 2000/XP and general PC experience is required