

Creative power made easy. Unleash storytelling.

We believe in the power of stories to make a difference. To make a difference for societies, communities, and individuals. Stories educate and engage in multiple perspectives, bringing clarity, balance, and understanding. Stories push for change and fight for the things we love. Our customers tell stories that reach 3 billion people a day with perspectives that change the world and entertainment that brightens the day for many. Vizrt/NewTek empowers stories that engage and impact societies through the creation of sophisticated tools for the storyteller to flourish in the art of storytelling. We will continue to take bold steps, act fast together and are committed to making an impact. If you are interested in challenging the status quo, join our movement.

Position Summary:

The Support Service Coordinator works directly under the director of Customer Support to perform all administrative duties that will assist NewTek in the functioning of the Support department and will work in direct communication with Support, Compliance, Operations, Sales, and Shipping.

The Coordinator has detailed knowledge of parts fulfillment and operations and records all part sales along with customer transactions. The Coordinator will work closely with Support, Repair, Operations, Engineering, and Sales to analyze supply of parts for in warranty and out of warranty repairs both in both domestic and international markets. The Coordinator will monitor transportation, inventory, and warehousing of parts caches located at international distribution sites.

What You'll Do:

- Efficiently answering and following up on all customer inquiries that come in via phone and email and web.
- Verification of product warranties and monitoring data sets for customer equipment
- Collaborate with renewals and licensing team to ensure customers have the most up to date product licensing and service plans
- Administer NewTek's international parts policies by collecting information and making decisions regarding distributor part inventories.
- Place orders to be sent to parts distributors.
- Verify receiving documents and makes sure orders are legally compliant.
- Handles all incoming emails from worldwide distributors for parts. Processes all parts purchase orders.
- Support any delivery or service issues with the supplier on behalf of NewTek and provide credits as applicable.
- Create reports and data summaries to the Customer Support Director, other departmental Management teams, Compliance Department, and the Vice President of Customer Success.
- Process ProTek welcome kits, coordinate communication with agreements to end users, and generate customer ID numbers
- Coordinate the Support Department daily Lunch Program including creating and updating monthly Lunch Calendar.

- Carries out any other miscellaneous administrative tasks as required by Support or the Management teams.
- Enter account details and transaction amounts for Professional Services team

What You Bring:

- High School diploma/GED required (Bachelor's degree preferred)
- 2+ years' experience in customer service or logistics management
- Inventory maintenance experience a plus
- Proficiency in MS Office (Word, Excel, and PowerPoint), with strong general computer knowledge
- Excellent written and verbal communication skills
- Ability to maintain confidentiality of client, staff and company information
- Excellent time management skills and the ability to prioritize tasks and follow instructions
- Attention to detail and problem-solving skills
- Strong organizational skills with the ability to multi-task
- Mastery of the English language required (Spanish, Portuguese, or Mandarin a plus)

What We Offer:

- We offer an exciting opportunity in an expanding international company with the potential for personal growth
- A caring environment with regular feedback and personal development
- Excellent time off programs
- A friendly and welcoming work environment with highly skilled colleagues
- We utilize innovative software development technologies and methodologies
- We create software and services that push creative boundaries and develop new ways of telling stories