

EDAC

SYSTEMS, INC.

POSITION AVAILABLE: CUSTOMER SERVICE SUPERVISOR

EDAC Systems has an immediate opening for an experienced Customer Service Supervisor. This individual will have responsibility for handling all incoming service requests on our large installed base of hardware and software service contracts, working with our service providers to ensure customers' problems are resolved satisfactorily, maintaining the Service Call Database, handling all renewal and new quotes for hardware and software service contracts, providing quotes for scanner consumables and supplies, and assisting with the project to install our new Customer Relationship Management software. EDAC Systems is working to expand our service and supplies sales in 2009, and the Customer Service Supervisor will be the inside sales rep for these product lines. Cold calling is not required. Our existing customer base plus GSA Schedule provide significant opportunity for new business development.

Position requires HS diploma and minimum 3 years customer service experience with increasing levels of responsibility for a company providing products and services to commercial or government customers. Inside sales experience a plus. Knowledge of scanners, software, and IT products and services a plus. BA or AA a plus. Must be hard working multi task team player interested in new challenges and a career opportunity in a fast paced environment. EDAC expects expanding sales opportunities in 2009.

Salary commensurate with experience plus commission. Employee benefits include 401k with company paid profit sharing, company paid medical and dental plans, and full tuition paid plan for those interested in pursuing a college degree.

Please respond with resume and salary requirements to hr@edacsystems.com.