



Job Title: Client Support Representative (CSR)

Area of Interest: Sales Support

City: Buffalo

State: New York

Job Description: Copier Fax Business Technologies, Inc. is currently seeking a Client Support Representative. This position reports directly to the President for weekly activities and duties.

Responsibilities:

- ❖ Identify and schedule the necessary resources needed to properly address customer's needs.
- ❖ Create customized curriculum to properly address and train each specific customer and their unique workflow needs.
- ❖ Conduct customer training following customized lesson plans and training curriculum on office product solutions (digital systems/software, production print systems/software).
- ❖ Provide summary reports about status and completion of end-user training to President, Sales Manager Etc.
- ❖ Maintain proficiency with Copier Fax Business Technologies entire digital product line for copying, faxing, scanning, network printing, driver functionality for standard office printing applications.
- ❖ Support customer in-house sales presentation/demonstrations, open houses, product launches and sale rep training. Conduct monthly sales product training for new hires at branch locations.
- ❖ Assist Product Marketing Regional Sales Development Managers to launch new products to the sales force; conduct hands-on product training and teach sales demonstration skills.
- ❖ Support branch events with development of collateral material.

Qualifications:

- ❖ Prior training or teaching experience is preferred
- ❖ 2-4 years technical sales support and/or industry experience desirable.
- ❖ Four-year college degree or equivalent experience preferred; certificate in education or instructional technologies is desirable, but not required.
- ❖ Strong time management skills and an ability to work independently are desirable.
- ❖ Must be comfortable interacting in small groups.
- ❖ A friendly, personable and professional demeanor is required.

Benefits:

- ❖ Competitive salary.
- ❖ Outstanding benefits package (inc. medical, dental, life insurance)
- ❖ 401(k) plan with matching company contribution.
- ❖ Excellent holiday/vacation plans.
- ❖ Ongoing professional development training.
- ❖ State-of-the-art office products.
- ❖ Visible, exciting work supporting the sales of cutting edge technology and workflow solutions.

Copier Fax Business Technologies is Proud to be an Equal Opportunity Employer M/F/V/D Committed to Affirmative Action.

Copier Fax Business Technologies, Inc.
465 Ellicott Street - Buffalo, New York 14203 - Tel: 716-853-5000 - Fax: 716-853-5866
Info@copierfaxbt.com