



Job Description

MPS Support Specialist	
Reports to: MPS Manager	Dates Revised: 4/2017
Supervises: N/A	FLSA Status: Non -Exempt

Summary: Responsible for monitoring copier supply status for MPS customers using Axess software, ordering supplies as indicated, invoicing MPS customers monthly, responding to customer service calls and entering sales and service activity in Miracle software. Also provides reporting to Accounting for GL postings, sales tax reporting and billing.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Use Axess software to monitor consumable product levels for equipment included in MPS contracts
- Reorder supplies for MPS contract customers as needed
- Responsible for adding new printers to an account and assigning it to the correct division
- Request monthly usage reports to obtain copy counts for MPS contract customers
- Use Navision software to create monthly MPS invoices to bill customers for usage
- Provide Sales, AR and Sales Tax information to accounting for reporting requirements
- Monthly create journal entries to charge cost of toners sent to MPS customers and for T&C service calls to COGS
- Responsible for answering and logging calls for service requests and supplies
- Use Miracle software to enter service forms, add new contract information, add new and maintain existing customer
 - records, add equipment to a customer's record and entering payments.
- Create invoices in Miracle for service calls and periodic contract billings
- Track and invoice customers for excess copy counts

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience

High school or appropriate work experience preferred.

Skills/Abilities

- Possess an aptitude for working with numbers
- Ability to become proficient with new software applications
- Ability to communicate clearly in writing and orally
- Ability to operate a calculator
- Be able to build a rapport with customers and co-workers
- Be able to perform duties with a minimum of supervision
- Possess good organizational skills
- Be professional and ethical
- Be able to meet deadlines and work under pressure
- Practice discretion when dealing with confidential information
- Possess a good computer aptitude
- Be team orientated
- Be customer focused
- Possess good problem solving skills

License/Certification

N/A

Equipment

N/A

Position Type/Expected Hours of Work

40 hours per week and overtime when requested.

Travel

No travel is expected for this position.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to sit. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.