



**DRI Corporation**  
4018 Patriot Drive, Suite 100  
Durham, NC 27703  
[www.digrec.com](http://www.digrec.com)

## OPEN POSITION

### **CUSTOMER DATA SPECIALIST**

DRI Corporation (NASDAQ®: TBUS) is a technology leader within the surface mass transportation markets around the globe. For more than 25 years, we've been designing, manufacturing, marketing, and servicing our proprietary line of digital communications and security products for the public transit industry – products that improve the flow, mobility, and safety of people traveling through transportation infrastructure. With corporate offices in Dallas, Texas, we serve our customers through subsidiaries in Durham, N.C., Australia, Brazil, Germany, Singapore and Sweden, as well as a joint venture in India.

We are seeking a Customer Data Specialist to be responsible for creating and managing database information using Digital Recorders, Inc. proprietary software. As a member of the Data Services Team in Durham, N.C., this position provides service and training for Digital Recorders, Inc. customers throughout the U.S.

#### **The successful candidate will be responsible for the following:**

- Creating and managing database information for automatic vehicle announcements, automatic vehicle locations, and automatic vehicle monitoring
- Communicating with customers, identifying problems and issues and effectively troubleshooting situations to find solutions
- Teaching Digital Recorders, Inc. products, systems and software to customers via telephone and in platform training sessions
- Creating and maintaining training manuals and reference materials
- Ensuring that final data is user friendly for end users (transit passengers)
- Other duties as assigned

#### **We are looking for an individual that possesses the following key competencies:**

- Demonstrated ability to work both independently and as part of a team in a fast-paced environment and meet stringent deadlines
- Demonstrated ability to identify, evaluate, and meet customer issues and needs
- Demonstrated presentation and training skills
- Effective utilization of productivity tools (e.g., Microsoft® Word®, Excel®, Outlook®, Visio®, PowerPoint®, etc.)
- Excellent verbal, written, presentation, and communication skills

- Excellent interpersonal, organizational, and time management skills
- Ability to be versatile, flexible, and proactive when resolving technical issues
- Ability to travel domestically up to 50 percent of the time

The qualified candidate will have a bachelor's degree from an accredited college or university or five (5) years of relevant work experience. This position requires at least six (6) months of related experience creating and managing database information and training customers on software and systems. Data entry experience and administrative experience may be considered if in a related environment. Experience in the transportation industry is highly desirable.

Please forward a resume **with salary requirements** to [hr@digrec.com](mailto:hr@digrec.com).

We prefer a resume in a Word format attachment.

No resumes accepted from third parties.

Visit our Web site at [www.digrec.com](http://www.digrec.com).

**DRI VALUES DIVERSITY AND WE ARE PROUD TO BE AN  
EQUAL OPPORTUNITY EMPLOYER**

**M/F/V/H/D**