



JOB DESCRIPTION

POSITION: Service Coordinator
DEPARTMENT: Service
REPORTS TO: Service Manager
CLASSIFICATION: Non-Exempt
APPROVED BY: Chief Operating Officer
APPROVED DATE: 8/17/17

Summary

This position is responsible coordinating planned maintenance schedules, equipment pickups and deliveries and dispatches service calls. In addition, the position will be responsible for maintaining the equipment repair scheduling, quoting per customer requests and obtain warranty repair pre-approval.

Essential Functions

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

- Responsible for equipment repair write up for both pickup and delivery
- Manage pending shop repairs, quoting, converting orders, invoicing and pickup/delivery of repair equipment
- Communicates with customers to obtain details of repair complains, parts needed, estimates of costs and completion of repairs.
- Works with vendors and service department managers to obtain warranty repair pre-approvals, follow up that all paperwork is submitted properly and is credited on time.
- Coordinates technician repair tickets and dispatches outside technician to location for repairs.
- Follows up on outstanding parts, communicates any questions, back orders or delays to customers.
- Pick parts nightly for service orders.
- Receives incoming parts into system.
- Other duties as determined by your supervisor.

Competencies

- Communication Proficiency
- Customer Focus
- Organizational Skills
- Time Management

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a large area with own work space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; reach with hands and arms; and lift up to 75 lbs.

Position Type/Expected Hours of Work

This is a full-time and part-time position, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

Required Education and Experience

- High School diploma or equivalent
- 1-2 years' experience in warehouse/distribution environment

Abilities:

- Strong communication skills, both written and verbal
- Must possess excellent customer service skills and problem solving abilities in a fast-paced environment.
- Ability to work independently with minimal supervision.
- Intermediate mathematical skills required.
- Excellent computer skills in Microsoft Office, Excel and Word
- Must be detailed oriented and strong organizational skills

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____