



SERVICE SCHEDULER

FLSA: Hourly Non-Exempt
Location: Service Center
Reports to: Service Manager
Shift: 7:00 am to 4:00 pm
Department: Service
Date: April 24, 2020

Position Summary:

The primary responsibilities of the Service Scheduler will be to efficiently schedule field service technicians across multiple branches; balancing customer needs with maximum billable hours for each technician. They will also support the local branch through parts management and serve as a backup for customer inquiries.

Essential Functions:

- Plan and organize maintenance appointments with multiple customers across multiple branch locations
- Focuses on efficient scheduling to keep billable hours maximized for each technician.
- Verifies part availability prior to scheduling planned maintenance appointments.
- Processes inbound part shipments and pre-picks parts for schedule work.
- Maintains physical inventory on site through cycle count inquiries.
- Ability to take service calls from customers following Company dispatch protocol.
- Will have a working knowledge of Company invoicing procedures including verification of parts used, proper documentation, and all of the job costs are accounted for.
- Assists with tracking and management of rental unit and orders.
- Helps maintain the service schedule for the service center following Company schedule procedures. Contacts customers in a timely manner to schedule their Preventative Maintenance and keeps customers apprised of the status for repairs.
- Is knowledgeable of manufacturer warranty coverage for parts/units and serves as a back up to Customer Service in handling customer's warranties.
- Provides backup for the local branch service coordinator with various processes including order management, invoicing and follow-up calls as appropriate.
- Provides inside support for the Service Team.
- Excellent attendance, punctuality and a positive attitude are essential to this position.
- Additional duties as assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma / GED equivalent is required; however, a 2 year degree or higher is preferred.
- Prefer a minimum of three (3) years of technical customer service experience, however, a person possessing good mechanical aptitude would be sufficient.
- Intermediate computer skills with Microsoft Word, Excel, and Outlook, and CRM.
- Self-motivated with a strong sense of customer service.
- Ability to work as a team with internal and external staff members.
- Solid organizational skills with the ability to multi-task.
- Ability to effectively communicate, both in writing and verbally, with people of various educational and technical backgrounds, both inside and outside the company.
- Previous experience with pumps, compressors, and vacuum equipment is an asset, but not required.



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Physical Demands:

- The employee must regularly lift and/or move up to 50 pounds.
- Ability to work in an industrial environment with continuous sitting and standing, walking, bending, reaching, climbing, and kneeling.
- Must wear and use appropriate PPE at all times in required areas.

Employee Review / Acknowledgment

I acknowledge that I have read the job description and I understand what would be expected of me. Brabazon reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an At-will employee and the job description does not constitute a contract of employment.

Employee Name – Please Print

Employee Signature

Date

Manager's Signature

Date