



SERVICE COORDINATOR

FLSA:	Non-Exempt	Shift:	7 am to 4 pm
Location:	Green Bay	Department:	Service
Reports to:	Service Manager	Date:	May 3, 2018

Position Summary:

The Service Coordinator interacts with our customers to provide excellent customer service and works closely with Service Manager to keep the service department running efficiently.

Essential Functions:

- Opens work orders for all service center jobs using company software, prepares a service order with required paperwork and is responsible for ensuring required parts are available for technician.
- Takes service calls for Green Bay customers. Takes overflow service calls for other branches.
- Orders compressor parts for the service department. This task requires coordinator to investigate the correct part number, vendor, cost and lead time for the part to create the vendor purchase orders.
- Finalizes service orders before invoicing: verifies all parts were used, proper documentation is included, and all of the job costs are accounted for.
- Responsible for billing in a timely manner, maintaining open order report, and opening occasional customer parts orders.
- Responsible for opening, tracking, and invoicing rental orders.
- Maintains 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.
- Provides recommendations to Service Manager in preparing service quotations.
- Assists Purchasing Department in parts labeling, cycle counting inventory and bin locating.
- Is knowledgeable of manufacturer warranty coverage for parts/units and serves as a back up to Customer Service in handling customer's warranties.
- Serves as a back up to the Purchasing Department in handling return parts/units (gets RMA from vendor and ensures items get back to vendor).
- 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.
- Requires a minimum of three (3) years of technical customer service experience.
- 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
- Good mechanical understanding/aptitude
- 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