

Brabazon is looking for a full-time Service Scheduler in either our Richfield, WI or St. Paul, MN office.

You will be responsible for efficiently scheduled 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.

This job is for you if you:

- Want fulfilling work that allows you to provide customers with what they need
- Have high energy and are a strong team player
- Are self-motivated and responsive to customer needs
- Enjoy working in a fast-paced environment

Minimum Requirements:

- 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.

Physical Requirements:

- Ability to regularly lift and/or move up to 50 pounds
- Ability to work in industrial environment with continuous walking, bending, reaching, climbing, and kneeling

You will be successful in this role if you:

- Communicate professionally and courteously
- Have excellent customer service and organizational skills
- Are thorough and resourceful
- Maintain a strong attention to detail and can multi-task and prioritize

Your daily work in this role will include:

- Plan and organize maintenance appointments with multiple customers across multiple branch locations
- Efficient scheduling 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.

As you progress in this role, there will be opportunities for personal growth and development. Our goal is to provide a challenging and motivating work experience for all our team members.

At Brabazon, you are part of a family. Owned and operated by family since the beginning, we want to preserve that supportive family feel for everyone on the team. We value and care about our team members. We respect everyone's need for work-life balance, because we too have important personal and family responsibilities. We strive to be owners who are down-to-earth and approachable. We work right alongside our team members, doing our part like everyone else so that we as a team can meet the needs of all the customers who are depending on us.

We are proud of and passionate about:

- Being a team of experts in our industry who always put the customer first
- Having a growth mindset, continually innovating and utilizing up-to-date technology
- Ensuring a friendly, respectful and safe work environment that emphasizes team collaboration

Benefits you will receive include health, dental, vision, life and disability insurance, flexible spending account, PTO, holiday pay, and a 401(k) program with a 100% employer match on the first 3% and 50% on the next 2%.