

# SERVICE COORDINATOR

Eagleview, PA

## SUMMARY OF POSITION

*The Service Coordinator works in a fast-paced, team-oriented environment that works closely with customers and field technicians. The primary responsibility of this position is to schedule service calls in an accurate and efficient manner while maintaining a high level of communication with field personnel. The position requires good telephone etiquette and ability to handle customer calls in a quick, polite, and efficient manner, as well as handle agitated customers. Must be detail oriented with a strong work ethic focused on providing a positive customer experience.*

## PREFERRED EXPERIENCE

**Experience:** 3 years in customer service

**Education:** High School or G.E.D.

## JOB INFORMATION

**Hours per week:** 40

**Reports to:** Service Manager

**Location:** Eagleview, PA, 19403

**Work Environment:** Office

## RESPONSIBILITIES

- Answer incoming phone calls for service
- Quickly and efficiently listen to customer request and schedule a service appointment
- Enter appointment in calendar
- Scheduling work for multiple service techs
- Detail and accuracy is critical
- Schedule by geographic area and technician skills/specialty
- Keep good records that are easily accessed by others
- Communication with Field Technician about any question or discrepancy
- Keep accurate track of parts inventory and keep organized and accessible for all staff.
- Accurately research parts
- Resolve customer complaints
- Understand operation of appliances to be serviced
- Provide reports of service call volume
- Communicate customer concerns to Manager as necessary
- Follow all procedures as given and developed
- Assist in development of procedures as requested by management
- Other special projects and duties as assigned

## HOURS

- Monday through Friday, 9:30 to 5:30
- Occasional evenings and weekends, as needed
- Hours subject to change by Management

## SKILLS

- Use of Customer Relations Management Software (CRM)...Ideal computer systems
- Microsoft *Office 365* suite
  - *Outlook* – use of organizational email to communicate; send and retrieve
  - *Teams* – various collaborative applications
  - *Excel* – Create spreadsheets; enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns. Create worksheets and workbooks.
- Using a computer application to manage information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- Navigating the internet to find information, including the ability to open and configure standard browsers.

## ATTIRE

- |                         |                           |                                     |
|-------------------------|---------------------------|-------------------------------------|
| ▪ Attention to Detail   | ▪ Coordination            | ▪ Judgment and Decision Making      |
| ▪ Communication Skills  | ▪ Negotiation             | ▪ Time Management                   |
| ▪ Active Listening      | ▪ Service Orientation     | ▪ Management of Financial Resources |
| ▪ Critical Thinking     | ▪ Social Perceptiveness   |                                     |
| ▪ Reading Comprehension | ▪ Complex Problem Solving |                                     |
| ▪ Active Learning       |                           |                                     |

## PHYSICAL DEMANDS

- |                                 |                        |                           |
|---------------------------------|------------------------|---------------------------|
| ▪ Frequent sitting and standing | ▪ Lift & Carry 40 lbs. | ▪ Peripheral vision       |
| ▪ Hearing and speaking          | ▪ Close vision         | ▪ Depth perception        |
|                                 | ▪ Distance vision      | ▪ Ability to adjust focus |

## BENEFITS



Paid Vacation



Paid Holidays



Health Insurance



Retirement Funding