



Job Description

POSITION SPECIFICS

Job Title:	Service Coordinator
Department:	Service
Reports To:	Service Operations Manager
Prepared Date:	April 24, 2019

ROLE

Summary: The Service Coordinator is responsible for providing administrative and customer support to external and internal customers.

Essential Duties and Responsibilities include the following.

- Billing Support
 - Reviews, prices and bills service work orders
 - Supports maintenance billing process
 - Helps file special paperwork requirements, Prevailing wage, affidavit
 - Sets up new customers
- Dispatch Support:
 - Coordinates dispatch responses to customer service calls
 - Books service calls into the system
 - Assists Technicians with Field Device
 - Reconciles Payroll
 - Supports manpower requirements for other divisions
- Project Support
 - Creates and provides purchase orders to vendors
 - Coordinates parts purchases and materials for maintenance and/or service orders
 - Administers backflow accounts
 - Prepares and submits quotes to customers
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- Supports and develops a positive team environment which promotes our culture and delivers value to external and internal customers
- Participates in the on-call rotation schedule
- Other duties may be assigned

Supervisory Responsibilities

This job has no supervisory responsibilities

QUALIFICATIONS

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.

- Strong multitasking skills are a requirement
- Ability to work well under pressure
- Demonstrated customer service experience, internal and external client base
- Demonstrated understanding of basic accounting principles
- Established troubleshooting, research and complex problem solving skills
- Ability to positively interface with customers, office staff, and field technicians
- Strong work ethic and reliability
- Excellent communication skills

Education/Experience

High School diploma/GED or equivalent

Computer Skills

Proficiency with Microsoft Word, Excel, and Outlook required; proficiency with learning new software programs required.

Certificates and Licenses

None required.

WORKING CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position is in a standard office environment with desktop business equipment and frequent telephone calls. Noise level is moderate.

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

While performing the duties of this job, the employee is regularly required to sit for long periods of time. The employee must constantly reach with hands and fingers. Employee must be able to work in close contact with small and large groups. Frequent hearing and talking is required. The employee must constantly reach with hands and fingers. Extensive keyboard typing is required.

The employee is occasionally required to lift up to 25 lbs.

Qualifications:

- High School diploma/GED
- Proficiency with Microsoft Word, Excel, and Outlook required
- Team player, with the ability to interface with customers, office staff and field technician
- Must have a strong work ethic and be highly organized with a demonstrated ability to manage multiple tasks simultaneously



2621 West Valley Hwy N
 Auburn, WA 98001
 (253) 838-9780

APPLICATION FOR EMPLOYMENT

NOTE: PLEASE ASK IF YOU NEED ASSISTANCE COMPLETING THIS APPLICATION

INFORMATION				
LAST NAME:	FIRST NAME:	MIDDLE IN:		
PRESENT ADDRESS:	CITY:	STATE	ZIP:	
HOME PHONE:	CELL:	E-MAIL:		
POSITION APPLIED FOR?				
WAGE/SALARY DESIRED?		DATE AVAILABLE FOR WORK?		
AVAILABLE: <input type="checkbox"/> Days <input type="checkbox"/> Evenings <input type="checkbox"/> Nights		APPLYING FOR: <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary		
Will visa or immigration status prevent lawful employment? <input type="checkbox"/> Yes <input type="checkbox"/> No (Proof of right to work in the U.S. will be required if hired.)				
Are you 18 years or older? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, employment is subject to minimum legal age requirements.)				
Have you been convicted of a felony or released from prison within the past 10 years for an offense that may reasonably relate to the job duties of the position for which you are applying? (A conviction may not necessarily disqualify you from employment.) <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate the date and nature of the offense:				
Do you have a Non-Compete, Non-Disclosure, or other agreement that might restrict your employment with us? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Have you ever previously applied to or been employed by this company? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when?				
How did you learn about this position opening?				
Were you known by any other name at any job or school listed on this application? What name(s)?				
At which school(s)/employer(s) were you known by this other name?				
EDUCATION				
	Name and Location of School	Years Completed	Did you graduate?	Degrees Received
High School				
College				
Trade, Business, or				
Graduate school				
SKILLS				
<input type="checkbox"/> Typing ___ wpm <input type="checkbox"/> Ten-key <input type="checkbox"/> Receptionist # incoming lines _____ <input type="checkbox"/> Supervision (yrs of experience) _____ Proficient at: <input type="checkbox"/> Excel <input type="checkbox"/> Word <input type="checkbox"/> Access <input type="checkbox"/> PowerPoint <input type="checkbox"/> Outlook <input type="checkbox"/> Other _____ Indicate other skills related to the position you are seeking: _____ _____				
PROFESSIONAL REFERENCES				
Please list three persons, other than relatives, who we may contact about your professional work experience.				
Name	Years Known	Relationship	Telephone Number	

EQUAL OPPORTUNITY EMPLOYER

EMPLOYMENT RECORD (INCOMPLETE APPLICATIONS CANNOT BE ACCEPTED)

Please list your employment history below beginning with the most recent employer, include U.S. military service.

If currently employed, may we contact your employer? Yes No

Employer _____ Type of business _____ Telephone () _____
City _____ State _____ Fax: () _____
Job Title _____ Supervisor _____ Telephone () _____
Dates Employed: From _____ To _____ Reason for leaving _____ Wage/Salary _____
Duties _____

Employer _____ Type of business _____ Telephone () _____
City _____ State _____ Fax: () _____
Job Title _____ Supervisor _____ Telephone () _____
Dates Employed: From _____ To _____ Reason for leaving _____ Wage/Salary _____
Duties _____

Employer _____ Type of business _____ Telephone () _____
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Duties _____

Employer _____ Type of business _____ Telephone () _____
City _____ State _____ Fax: () _____
Job Title _____ Supervisor _____ Telephone () _____
Dates Employed: From _____ To _____ Reason for leaving _____ Wage/Salary _____
Duties _____

I certify that the information given by me is true and complete to the best of my knowledge. I understand that if I am employed, the discovery that I gave false information during the application process may result in immediate dismissal.

I authorize the Company to which I am providing this application (Auburn Mechanical) to investigate all statements contained in this application and to request information about me from previous employers, educational institutions, and references. I expressly authorize my previous employers to provide information and opinions concerning my work and work habits. Further, I release all parties (including Auburn Mechanical) and persons connected with any requests for information from all claims, liabilities, and damages for whatever reason, arising out of furnishing any information. If employed, I release Auburn Mechanical from any liability for future references it may provide regarding my work history with Auburn Mechanical.

Due to the large number of applications that Auburn Mechanical receives, I understand Auburn Mechanical cannot guarantee that my application will be considered for any or all open positions they or Auburn Mechanical may have or that my application will be considered for any specific time.

In the event of employment, I understand that I am required to abide by all current and subsequently issued rules and regulations of Auburn Mechanical and that my employment and compensation may be terminated, at any time, with or without notice, by either party.

Signature of Applicant

Date

Place Cover Letter Here

The background of the image shows a construction site in the foreground with a red safety net and various pipes and structures. In the background, there is a city skyline with several tall buildings under a cloudy sky.

**ACROBAT: Submit
Combined Application**

**IN BROWSER: Save this PDF and
email to HR@auburnmechanical.com**