



Job Description

POSITION SPECIFICS

Job Title:	Service Coordinator
Department:	Service
Reports To:	Service Operations Manager

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