

COMPANY: ThermFlo, Inc.
POSITION TITLE: Service Coordinator
LABOR CATEGORY: Non-Exempt
REPORTS TO: Service Supervisor
APPROVED BY: Director of Operations
DATE: 7/01/2019

JOB SUMMARY

The Service Coordinator works closely with fellow Service Coordinators, as well as customers and an assigned group of HVAC and Generator Service Technicians to schedule emergency service and preventive maintenance visits.

ESSENTIAL RESPONSIBILITIES

- Handles all incoming customer calls and emails in a professional manner, including HVAC and Generator service dispatching, tracking and scheduling work, call changes, and all other inquiries. Looks beyond the immediate problem to the wider implications.
- Creates and dispatches work orders daily for scheduling of planned maintenance and service, prioritizing by urgency.
- Updates, populates, maintains and develops customer, site & project information to maximize customer service and satisfaction.
- Communicate with customers & reps through designated portals.
- Works closely with our sister company, salesman, service agreements team & accounting department to accurately and promptly invoice work orders. Credit/rebills, as needed.
- Monitors the status of all open work orders.
- Reviews and follows-up on the accurate and timely completion of work tickets from technicians.
- Conducts weekly service paperwork reconciliation.
- Reviews and process technicians' weekly timesheets.
- Forwards other requests to appropriate contacts.
- Willingness to take on additional projects / lead on larger projects.
- Performs other duties and responsibilities as requested or required.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Requires high school diploma or equivalent (GED) and a minimum of 3 years of relevant experience and/or training.
- **Language Skills:** Excellent phone etiquette and verbal communication skills: Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge. Ability to write effectively for electronic communication with customers, coworkers, and vendors. Ability to read and interpret documents such as customer specifications, warranties, and company standards.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, percentages, and decimals.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to prioritize work plans to complete assignments with quality work.
- **Computer Skills:** Ability to operate MS Office (Word, Excel, Outlook) at an intermediate level. Minimum typing speed of 50 words per minute. Competency in computer business applications.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; and talk or hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- **Work Environment:** This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.
- **Position Type and Expected Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 8:00 A.M. to 5:00 P.M. with one (1) hour unpaid lunch.
- **Supervisory Responsibility:** This position has no supervisory responsibilities.

- **Other Qualifications:** Must be able to work individually and in a team to complete work assignments satisfactorily, manage multiple assignments/responsibilities simultaneously, be highly organized, and keep excellent attention to detail with focus on accuracy.

DESIRABLE QUALIFICATIONS

- **Education and/or Experience:** Call center, dispatch, or administrative experience in the service industry is preferred. Associates or bachelor's degree in business administration or supply chain management is preferred.

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.