

**Job Title:** Service Coordinator

**FLSA Status:** Non-Exempt

**Department:** Service

**Date:** August 21, 2009

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**Position Summary:**

This position is responsible to the Office Manager for the direction, coordination and overall management of all Customer Service related functions. This position also requires a close working relationship with the National Service Manager on a daily basis. Employee will be required to interact with customers as well as various departments within the company to obtain information to properly set up service records, obtain parts and equipment, and assist the customer with their needs. Additional responsibilities include scheduling of PM appointments, scheduling of Time & Material appointments, following up on delinquent paperwork, closing out records, and seeing transactions through to final resolution. Various administrative duties will include but not be limited to filing, copying, faxing, and telephone duties.

**Position Requirements:**

**Education:** Associates Degree or a minimum of Two years experience as a Customer Service Representative or Dispatcher.

**Experience:** A minimum of two years successful Customer Service/Coordinator experience, preferably within the Critical Power industry. Experience should be in a service related field.

**Skills:** Applicant must possess excellent oral and written communication skills. Intermediate up to advanced level of computer skills required. This should include but not be limited to Micro Soft Office, Excel, Power Point and Outlook. Understanding of File Maker System is a plus. Good math skills required. Applicant must be able to handle multiple tasks and be detail oriented. Must have the ability to work independently with minimal supervision.

**Typical Physical Demands:**

Normal work hours are Monday – Friday 8:00am – 5:00pm. Applicant will be included in On-Call rotation to assist with afterhours emergencies. Applicant may be required to sit up to 8 hours a day with some walking, bending, and stooping involved. Position requires heavy computer related activities, must be able to type and read at computer station up to 8 hours a day.

**Working Conditions:**

Occasionally will be called upon to work overtime or odd schedules. Primarily works in a typical office setting.

This Job Description does not constitute a contract for employment

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