

**Job Title:** Service Coordinator

**Reports To:** Service Manager

## **SUMMARY**

The Service Coordinator is responsible for the creation, coordination, and closing of Customer service cases within the organization. The Service Coordinator works with Customers to plan and coordinate the timely resolution to their needs. The Service Coordinator is responsible for the quoting, planning, ordering, scheduling and billing of Service cases.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Always represents OptiPro Systems in a professional and courteous manner.
- Develop and maintain partner relationships with our Customers, Vendors, and related third parties.
- Works with Customers and the Service Manager to quote service jobs.
- Ensures the timely and accurate processing of work orders including the opening, closing, billing, cost and margin review, and the maintenance and monitoring of all open and unscheduled work.
- Ensures the proper materials are ordered, received, and prepared prior to scheduling a job
- Coordinates the flights, hotels, and travel arrangements of the Service Technicians
- Coordinates the rigging and shipping of large equipment into and out of the building including delivery of equipment to a Customer's facility.
- Works with the Service Manager to plan, assign, and coordinate the service support, dispatching and scheduling staff and functions.
- Ensures Customer satisfaction with each job through a follow up call

## **SUPERVISORY RESPONSIBILITIES**

None

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

## **EDUCATION and/or EXPERIENCE**

Four to ten years related experience and/or training in a service management environment.

### **Required Skills:**

- Basic understanding of electrical, pneumatic, and hydraulic schematics; ability to read and interpret drawings and schematics is preferred
- Technical/engineering background preferred
- Excellent interpersonal communication and customer relationship skills.
- Strong presentation skills and professional appearance
- Ability to meet physical requirements of the job
- Strong organizational skills
- Microsoft Office proficiency
- Willingness to work a flexible schedule
- Attention to detail
- Ability to work in a fast paced and dynamic work environment
- Neat and professional attitude
- Proficient in verbal and written English

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment may be loud.

## **MEASURES OF PERFORMANCE (KPI'S)**

This position will be evaluated against the following criteria:

- Ability to open, process and close work orders in a timely and accurate manner
- Average case days open (PO to Invoice)
- Average number of open cases
- Average days Customer down (unable to run machine)
- Average days to quote work (Request to Quote)
- Accuracy and timeliness in the preparation of estimates to ensure that jobs achieve required gross margin goals
- Accuracy in the maintenance of service parts and equipment inventory records and cost files
- Accuracy and timeliness in the generation of billings
- Customer satisfaction – Surveys