

COMPANY: ThermFlo, Inc.
POSITION TITLE: Service Coordinator
LABOR CATEGORY: Non-Exempt
REPORTS TO: Service Billing and Coordination Supervisor
APPROVED BY: Chief Operating Officer
DATE: 07/06/2022

JOB SUMMARY

The Service Coordinator supports customers and HVAC/Generator Service Technicians by scheduling emergency service and preventive maintenance. S/he dispatches, tracks, and schedules work, completing documentation necessary to optimize day-to-day service operations and customer satisfaction.

ESSENTIAL RESPONSIBILITIES

- Handles all incoming customer calls and emails in a professional manner.
- Creates and dispatches cases for scheduling of planned maintenance and service, prioritizing by urgency.
- Facilitates all communication between customers and technicians regarding scheduled services.
- Communicates with customers and representatives through designated portals.
- Monitors the status of all open cases, ensuring they are closed as soon as possible.
- Follows up on the accurate and timely completion of cases from technicians.
- Conducts weekly service paperwork reconciliation.
- Reviews and processes technicians' weekly timesheets.
- Forwards other requests to appropriate contacts.
- Actively participates in department process development.
- Escalates customer questions and concerns, as needed.

SECONDARY RESPONSIBILITIES

- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures or any official Company documents.
- Other duties, as assigned.

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; or an equivalent combination of education and experience.
- **Communication 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 such as NetSuite.
- **Supervisory Responsibility:** This position has no supervisory responsibilities.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. 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.

- **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.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above 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.