|  |  |
| --- | --- |
| Job Title | Service Coordinator  |
| Company | DRC |
| Work/FLSA Status | Full Time  |
| Reports To | Service Manager |
| Direct Reports | N/A |
| *Job Purpose* |  The Service Coordinator is responsible for daily scheduling of service technicians, coding and invoicing service tickets and provide solutions that help complete all service repair tickets. |
| *Primary Duties and Responsibilities:** Review time sheets and work orders turned in by service technicians
* Code work orders as billable and/or warranty work
* Secure pricing and availability for building materials needed for work orders
* Secure equipment rentals as needed for work orders
* Invoice all work orders and verify against notes and photos
* Schedule and dispatch new service orders for customers with service technicians
* Develop and maintain a culture of transparency, collaboration, feedback, and excellence, ensuring a positive and productive work environment
* Assist team with various tasks as needed
* Conduct all business in accordance with the established policies and procedures
* Support and abide by the values of the company
* Other duties as assigned
 |
| *Knowledge, Skills and/or Abilities* | * Great communication skills
* Critical Thinker – intuition to pick up phone, ask why and respond promptly to questions
* Problem Solver – take ownership, resolve and communicate with team
* Team Player – willing to complete processing tasks, no matter the task
* Self-motivated contributor, with the ability to operate independently to drive results in a fast-paced environment
* Experience learning new systems and tools and proactively looking for opportunities to create operational efficiencies with existing processes
 |
| *Experience/Education Requirements* | * 2+ year’s experience in scheduling and/or Accounts Receivable preferred
* High School Diploma
 |
| *Working Conditions, Travel/Schedule expectations and Physical Demands:* | * Work is performed primarily indoors
* General technology as it relates to office administration
* Regular business hours with additional hours required during certain periods

 **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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.  **Expected Hours of Work/Travel:**  Traditional work schedule is M-F, may include occasional evenings, weekends, and holidays to meet business needs.  Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected. *The physical demands 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.* |

*This is not an all-inclusive document. Additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs.*