



Job Title: Service Coordinator

Full Time

Salary: \$31,200-\$37,440

FLSA Status: Non-Exempt

Schedule: Monday – Friday – May require overtime and weekend hours as needed

Reports to: Service Manager

Time:7:30-4:30

The Service Coordinator will be the primary support person to help our clients service needs regarding equipment breakdowns and repairs. This person needs to be able to clearly communicate, orally and verbally, to the client and management regarding the status of their equipment from when the initial call is made to when the repair has been completed.

Responsibilities:

- Answering and returning phone calls as needed
- Opening service and emergency repair orders for forklifts and material handling equipment from customer calls
- Dispatch Field Technicians
- Process Warranty
- Schedule, prioritize and dispatch field technicians
- Retrieve and submit work orders and purchase orders online based on job/quote requests/approvals
- Input all necessary info from work order into system
- Invoice completed work orders
- File customer and rental work orders and other necessary paperwork
- Communicate and relay information to other departments within the company
- Coordinate Scheduling
- Enter labor into system and verify against time clock

Experience:

- Effective communication skills, to both employees and clients
- Strong critical thinking and problem-solving abilities
- Excellent organizational skills, in particular attention to detail
- Ability to organize workload to meet deadlines,
- Must be able to lift up to 40lbs
- Sit at a desk for long periods of time
- Be proficient in MS Office
- Must have at least one year of previous customer service related employment.

The above duties are subject to change at any time and do not constitute the only responsibilities of this position. Atlantic Lift reserves the right to make any necessary changes to this position at its discretion.

Signature of Manager Offering Position

Date

The above is hereby:

Accepted

Rejected

Signature of Applicant

Date