



Position: Service Coordinator

Company:	ThermalNetics, Inc.	Location:	Grand Rapids, MI
Status:	Full Time Employee	Job Category:	Administrative
Travel:	10% or less, Locally		

As the Service Coordinator for ThermalNetics, your main goal is to maximize opportunities by getting the right technician to the right appointment. You will prepare and manage the daily schedule and provide excellent customer service. You will do this by prioritizing appointments based on a variety of factors while staying in constant communication with the team and customers. You will also be responsible for billing jobs, and making sure funds are collected in a timely fashion.

EDUCATION and/or EXPERIENCE

Associates degree or equivalent. One year dispatching, logistics or customer service experience.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Maintain and dispatch service technicians
- Customer contact and follow-up for repairs and replacements
- Maintain customer database to ensure accurate records
- Prepare daily billing
- Process purchase orders and invoices
- Assist with customer inquiries
- Respond to service technician's requests
- Review service work orders for accuracy and follow-up
- Assist with on-call dispatching on the weekends when scheduled
- Assist the entire Service team whenever and wherever possible

QUALIFICATIONS

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. In addition to the listed duties, the employee must demonstrate strong communication, customer service, and problem solving skills. Attention to detail, punctuality and attendance on a consistent basis are vital to this role. Strong computer skills (Microsoft Office) are necessary. The employee must also adhere to all pertinent ThermalNetics policies, including drug and alcohol screening requirements and harassment policies.