



TITLE: Service Coordinator **JOB CLASSIFICATION:** Non-Exempt

DEPARTMENT: Field Service

REPORTS TO: Aftersales Execution Manager

LOCATION: Lenexa, KS OR Parsons, KS

SUMMARY/OBJECTIVE

The Service Coordinator will work directly with field service technicians, is responsible for scheduling all equipment and system start-ups, field service jobs, daily interaction with customers, daily updates to all service tracking tools, daily management of service calendars and schedules, preparing job information for service technicians, tracking technicians' hours and reports, and customer follow up.

ESSENTIAL FUNCTIONS

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

- Support the day-to-day operation of the service department
- Create/update files and the business system with start-up/field service documentation received from customers and internal documents to support service department activities.
- Own and manage the service schedule.
- Assist in the evaluation of warranty claims and issues.
- Provide quotes to customers for requested for service.
- Customer service, administrative activities such as answering the phone, responding to emails, and leading the charge to resolve customer issues.
- Support the company RMA process as needed.

COMPETENCIES

- Critical thinking skills. Able to proactively identify needs, predict obstacles, assess solutions, and communicate importance of accountability.
- People skills. Must work closely with other departments, employees, customers, executive team, and vendors. Listening and providing an environment for open communication from all levels is critical.
- Meticulous. Understands that everything that leaves our facility is a representation of the employees, company, and reputation (drawings, written and verbal communication, etc.). Must have concept of "the big picture" when it comes to internal changes of policy or procedure.
- Product knowledge or aptitude for manufactured equipment and engineered products.

Your integrated source for bulk material automation.

- Excellent presentation, listening, and investigating skills.
- Professional communication and relationship selling skills.
- Continuous education driven. Looking to improve every day and leading by example.

EDUCATION AND EXPERIENCE

Required:

- High school diploma or GED equivalent
- Minimum 2 years in an equipment manufacturing environment or similar industry

Preferred:

- Associate Degree

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

POSITION TYPE/EXPECTED WORK HOURS

This is a full-time position that can be based out of Lenexa, KS or Parsons, KS. Typical days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. Overtime may be required.

TRAVEL

Minimal travel may be expected.

OTHER DUTIES

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 position. Duties, responsibilities, and activities may change at any time with or without notice.

WORK AUTHORIZATION

Applicants must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Visa sponsorship is not available for this position.

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