

**Job Title:** Service Desk Coordinator

**Exempt:** No

**Job Type:** Salary non-exempt, Full-Time, 40 Hours

**Reports to:** Opportunity Development Director

**Basic Function:**

Is responsible for service order fulfillment process, including management of customer orders from order entry through installation providing timely service to customers. Coordinates order entry, order management, factory interface and close-out of orders.

**Specific Responsibilities and Duties:**

**Customer Service**

- Communicates with customers regarding order status, punch list resolution and the scheduling of orders
- Provides clarifications and answers for customer's questions regarding service order issues

**Order Preparation**

- Research and determines parts needed for service incident
- Check for warranty items
- Enters orders into computer system; sends purchase orders to manufacturers
- Initiate chargeback billing to manufacturers

**Sales Order Management**

- Disperses order information to appropriate internal and external personnel (operations, customer, etc.)
- Checks acknowledgments against order; resolves discrepancies with factory; sends acknowledgment to customer; verifies ship date with customer
- Maintains master sales order and work order files, ensuring file is complete and up-to-date

**Project/Account Coordination**

- Initiates and oversees service calls with Operations; provides order management on all work
- Interfaces with factory on order status, current lead times, specials requirements, etc.
- Communicates with customer on schedule of work
- Manages factory interface and shipping coordination
- Reviews and manages service Backlog and ensures action items are completed within 48 hours

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## **Qualifications:**

### **Education and Experience**

- Experience in related sales preferred
- Clerical experience in a high-volume office
- Ability to multitask and switch focus quickly
- Proficient with common computer programs, including Microsoft Office
- Excellent 10-key and typing accuracy
- Excellent communication skills and the ability to oversee multiple clients and projects clients at once
- Accurate technical capacity skills
- Interpersonal skills in other to work harmoniously with clients or customers
- Must possess high standard Personal Credibility/effectiveness
- Ability to communicate and work cooperatively with all levels within the organization.