

# POSITION DESCRIPTION

**Job Title** Service Center Coordinator **Department** Branch Service

**Reports To** Branch Manager **Location** Cincinnati, Ohio

## **Job Purpose / Performance Outputs:**

Handles inbound customer service calls and provides administrative support for Branch Service Dept. Establishes day to day service schedules for technical personnel and road-repairs. Processes quotes, invoices and inter-department communications.

## **Essential Functions Performed:** (Other functions/tasks may be required besides those listed)

- Responsible for repair and rebuild work schedules provided customers
- Prepares customer repair invoices for sending to accounting for payment
- Oversees shop parts activity per customer work and rebuild work
- Assists branch personnel with paperwork and processes computer systems inputs for purchase orders, sales / customer orders
- Generates, processes and files all paperwork for service operations
- Authorizes vendor invoices for service jobs and operation supplies and utilities
- Purchases branch operational supplies for office, warehouse and shipping
- Assists inside sales personnel
- Handles branch office incoming calls and visitors

## **Core Job Competencies (skills, knowledge, abilities) Required:**(Others may be required)

- \* Communication skills - verbal, written and phone
- \* PC Skills
- \* Planning & Organization skills for self and others
- \* Knowledge of clerical and filing systems and procedures, both general and company specific
- \* Attention to detail
- \* Interpersonal relationship building and maintenance with both internal personnel and external contacts
- \* Knowledge of company purchasing, invoicing and accounting policies and procedures
- \* Judgement (ability to provide sound decisions based upon logical assumptions, facts and inputs from others.

**JOB PREREQUISITES** (needed upon job entry) Position: Service Center Coord.-Cincinnati

**Minimum Education Level, Type, Certification :**

High School Diploma and Secretarial or Business School of one year

**Specific Experience - Amount and Type:**

Two years of Post High School Secretarial or Business School Training OR  
Three years minimum secretarial / administrative experience in distribution or industrial service industry

**JOB CONDITIONS / REQUIREMENTS - Hours, Travel, Physical, Tools, etc.:**

General office work environment and normal day work hours