



Job Title: SERVICE/TRAINING COORDINATOR

Pay Class: HOURLY NON-EXEMPT

Division/Department: SERVICE

Reports to: TECHNICAL SERVICE MANAGER

Job Scope:

Essential Functions of Job:

- Oversee and Coordinate Service/Training Department in the absence of Technical Service Manager (TSM)
- Provide Weekly feedback to customer on status of repair.
- Contact Purchasing department to generate purchase orders for service parts, and general supplies.
- Create quotes for Service Department, cc Inside sales on each quote.
- Coordinate all repairs from inception until order has been completed and sent to be invoiced.
- Track the status of any open purchase orders.
- Maintain Rental/Repair Access Data Base.
- Submit RMA numbers to customer's sending in repair equipment.
- Generate numbers for new equipment/rentals.
- Receive all paperwork from shipped and received orders and make copies for purchasing and accounting.
- Schedule all customer training and offsite repairs by coordinating efforts with Lead Inside Sales Rep. (Inside Sales creates quote, sales order and provides copy of S.O. to you.)
- Produce Training schedule and submit to TSM as scheduled. When approved add to Outlook calendar and send to all necessary parties.
- Receive training documents and expense receipts to be attached to copy of sales order and submitted to accounting for invoicing.
- Produce Service Orders for the Service Tech Department. Print out order and submit to TSM.
- Produce and maintain Service Technician Technical Manuals.
- Coordinate department employees training and provide documents to HR for the central file.
- Produce, maintain and submit all reports including but not limited to open service orders and expected completion date to be given to TSM weekly and as requested.

Service/Training Coordinator Job Description

- Other duties as deemed necessary by management.

Disclaimer

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

I have read the job description and disclaimer and I am able to perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

HR Director/ Supervisor Signature

Date