

## Job Description

### Parts & Service Coordinator, NES

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The Parts & Service Coordinator plays a crucial role in overall support of the Aftermarket Operations team. This position is based in Lawrenceville, GA, reporting directly to the Aftermarket Operations Manager and teaming with the Parts & Service Manager and Service team. The role serves as a business partner to the Aftermarket management team in achieving growth goals through operational excellence and outstanding customer service. The ideal candidate has the mechanical background or aptitude to research parts, define scope and develop quotes for a broad range of technical services on reciprocating engines. The Nixon Energy Solutions culture is one which always finds a way to make it happen and does so in a positive atmosphere.

#### Responsibilities

- Exemplify and drive a culture of safety and integrity.
- Daily interaction with the customer base and Field Service Technicians via phone and email under time constraints.
- Manage a 120 day schedule to support preventive maintenance, repair and commissioning needs of the customers and organization.
- Provide parts research, quotes and order placement to support the Aftermarket business.
- Track outstanding quote volumes and executed work against fiscal plan for reporting and forecasting to leadership team.
- Perform daily debrief of all outstanding work to maintain linear invoicing velocity throughout the month.
- Manage the Warranty process for parts and service.
- Develop and maintain successful plans for execution of maintenance agreements.
- Foster strong relationships with vendors to leverage in delivering highest level of services to customer base.
- Deliver state of the business information to leadership team including 90 day forecast of revenues and profits on a monthly basis.
- Provide first level approval for overtime, job, fleet and tooling costs.
- Develop and maintain on-call schedule.
- Continuous improvement of internal processes and tools.
- Other duties, as assigned

#### Education and experience

Associate degree required; Bachelor's degree preferred or equivalent experience.

#### Skills and abilities

Winning tools for success include:

- Strong 1-on-1 communications style and the ability to build rapport over the phone and through email.
- Blueprint reading.
- Drive to always find an ethical way to make it happen.

- Understanding of profits and losses.
- Driven to solve problems without direction.
- Basic knowledge of Service Department Management, including an understanding of Great Plains; WinSoft (or similar network applications/software) or, minimally, intellectual and commercial competency to complete network and software training.
- All for one and one for all attitude. Outside the box thinking and supportive teaming attitude to win.

### Overview

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Founded in 1914, Nixon Power Systems is the Southeast's largest full-service organization dedicated exclusively to the sale, rental, distribution, service, and technical support of stand-by and prime power generation equipment, parts, and accessories. The Company is headquartered in Brentwood, TN (suburb of Nashville) with six branch locations throughout the Southeast and Mid-Atlantic. Privately held, Nixon is consistently profitable.

Nixon is the largest Kohler Power Systems distributor of Stand-by Power equipment in the country. The Company's Kohler sales territory covers all or part of seven states in the Southeast and serves national and regional companies with a large number of retail, distribution, and commercial facilities. Nixon's long-term dedication to superior service and solutions to customer's comprehensive power needs is evidenced by their historic growth rate and repeated selection as Kohler's "Distributor of the Year" award. The Company is also a large distributor of GE-Jenbacher prime and renewable power equipment, encompassing 13 states throughout the Mid-Atlantic and Southeastern US.

With over 210 employees; five (5) regional Sales and Service Centers throughout the Southeast United States; a 13-state commercial footprint; and a commitment to total Quality as measured by the international standards required of TL9000 Certification, Nixon Power Services is an industry leader dedicated to being an unmatched employer.

To learn more about Nixon Power, visit us at [www.nixonpower.com](http://www.nixonpower.com).