

Attention National Guard Members, Veterans and Transitioning Military:

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Search for Req #: 172309BR - Service Coordinator - Harrisburg PA

Search for Req #: 172324BR - Service Coordinator - Mt Pleasant PA

This position is open until filled.

JOB DESCRIPTION:

Under general direction of supervisor(s) this position provides support services to the employees, manager, and customers by ensuring the efficient flow of documentation and supplies from various sources.

This position mandates that the employee be able to perform all of the following functions:

- Open & close master and sub work orders
- Enter time into Time Collection System and prepare and process required paperwork
- Order & distribute materials for shop personnel
- Research literature
- Verify, record, maintain, & submit specific service shop records
- Substitute for other positions and other functions as assigned by necessity

SUMMARY OF DUTIES:

This position may perform any combination of the following duties:

- Greet and assist customers in person or over telephone to answer questions related to parts, equipment, rebuilt items, or repairs and scheduling
- Enter personnel time into time collection system and generate all required paperwork
- Advise concerned parties on status of jobs
- Generate internal, monthly, master and sub work orders as well as purchase orders for repairs on all equipment of the various product lines
- Research part numbers from data base, and computer inventory records
- Maintain up-to-date files of product catalogues and technical data
- Order parts by computer for repairs from either inside or outside the Company and oversee distribution
- Accept payments for services
- Keep logs of repairs performed, customer calls, and parts required
- Compile reports on service employees hours, repair time on customer equipment, and machine history
- Initiate warranty claims and credit unused or defective parts against work orders

- Schedule repair work in absence of supervision
- Coordinate record keeping with sales and administrative personnel
- Receive payments and credit to work order when completed
- Operate basic office equipment
- Perform other work related duties as required
- Thorough understanding of shop practices and procedures focusing on work order processes
- Knowledge of product and part inventory, diesel and gas engines
- Working skills in researching and ordering of parts coupled with computer supported clerical ability
- Proven ability to organize and prioritize work based on time constraints
- Strong communication skills for dealing with customers and fellow employees

SUPERVISORY RESPONSIBILITIES:

This position will not supervise other associates.

EDUCATION and/or EXPERIENCE

Three years clerical experience in a service shop demonstrating increased responsibility and having significant exposure to the fundamentals of engines and electrical systems, or an equivalent combination of training and experience acceptable to Company.