



Assistant Service Coordinator, Service Department

PURPOSE OF THE ROLE

The Assistant Service Coordinator is accountable for providing effective administrative support to the Service Coordinator and assists in coordinating service calls, procuring material, and helping maintain day-to-day activities of the service department.

MAJOR FUNCTIONS OF THIS JOB

- Answer and direct incoming phone calls.
- Provide general office duties.
- Proficient use of various software applications, including Microsoft Office (primarily Word and Excel, some Access) and Sage100 Accounting/Business Systems software.
- Record and communicate new service calls.
- Process completed service reports, including reports for start-up and burner combustion results.
- Maintain customer follow-up tracking logs and documents.
- Process parts requests and purchase orders.
- Department invoicing.
- Update customer and vendor information in databases as required.
- Monitor Service Dept. parts inventory levels, place orders as directed, update appropriate stock parts records.
- Research customer files and reference manufacturer literature to obtain applicable equipment technical information.

SKILLS AND ATTRIBUTES

- Excellent interpersonal skills.
- Strong verbal and written communication skills.
- Excellent planning and organizational skills.
- High level of attention to detail and accuracy in your work.
- Research skills and a capacity for systematic thinking.
- Ability to evaluate information and situations, identify issues, assess impacts, and process options/recommendations based on sound rationale.
- Time management; make timely decisions and act independently based on sensible judgment.
- Effective letter writing skills.
- Strong computer skills.
- Ability to work independently and collaboratively within a team environment.
- Capability to multi-task and work effectively under pressure in an environment characterized by competing priorities and deadlines associated with service delivery to our customers.
- Ability to assist with effectively implementing new processes and procedures.

COMPANY CONTACTS

The individual will work with the office manager and receiving department to ensure accurate transactions and material movement through the Service Dept.

REPORTING RELATIONSHIPS

The Assistant Service Coordinator reports directly to the Service Coordinator. Although no position reports to the Assistant Service Coordinator, the individual will work closely with Service Coordinator, Service Technicians and the Service Manager.



TERMS OF EMPLOYMENT: Full Time (Temporary to Permanent Hire)

COMPENSATION / BENEFITS:

- Hourly wage, based on skills & experience
- Competitive Benefits Package

COMPANY CULTURE:

Dedicated to customer service, Joseph M. Day Company's work environment encourages creativity and reliability. A highly responsive customer focus fosters an entrepreneurial spirit with a talented sales and field service staff that collaborates to provide the best solutions and consistent results for our customers. As a family owned business, the family's core principles of honesty and integrity form the basis for superior boiler and combustion equipment sales, service and support.

Successful Joseph M. Day Company team members are reliable, responsible, hardworking and enthusiastic individuals with positive attitudes. Safety and health in our business is paramount and part of every operation. We serve the local Great Lakes Bay region as well as the central and northern Michigan region boiler markets from extensive experience in boiler and combustion systems and application engineering provided through the company's extensive resources.

The work is challenging and rewarding for all team members, encouraging each member to extend their skills beyond their immediate assignment and responsibility. Joseph M. Day Company offers employees the opportunity to grow personally and collectively to enhance the performance and growth of our boiler equipment sales and field service organization.

To learn more about our company visit www.josephmday.com.

To apply for this position, send a cover letter with your resume to humanresources@josephmday.com.