



Joseph M. Day Company
Division of Banner Engineering & Sales, Inc.

Manufacturers and Combustion Engineers

1840 North Michigan Avenue
Saginaw, MI 48602 USA
Phone: (800) 837-0583
Fax: (989) 755-1309

Position Description: Service Coordinator

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. 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.

Purpose of the Position:

The Service Coordinator serves as the administrative assistant for the Boiler Service Manager, in a supporting role, by providing administrative and operational support for the Boiler Service Department, as directed by the Boiler Service Department Manager.

Skills and Attributes:

Skills and Attributes required for this position include, but are not limited to, the following:

- Customer Service ability:
 - Excellent interpersonal skills
 - Strong verbal and written communication skills
 - Professional business phone skills
- Computer skills including proficiency with:
 - Microsoft Office (Word, Excel, Outlook, Adobe etc.)
 - Sage100/MAS90 (a plus)
- Administrative filing ability
- General knowledge of typical business accounting relating to purchasing, invoicing, and inventory management.

GAS & OIL BURNERS • BOILERS • FEED WATER SYSTEMS • BAKERY OVEN BURNERS
RIBBON BURNERS • ELECTRIC PIPE HEATING SYSTEMS • VOLUME WATER HEATERS
OIL PUMPS & HEATER SETS • INDUSTRIAL HEATERS • INCINERATORS
ACCESSORIES & CONTROLS • CONVERSION, SERVICE & PARTS



Skills and Attributes: Continued

- Excellent planning and organizational skills
- High level of attention to detail and accuracy of work
- Effective time management; prioritizing work for efficient execution
- Effective business writing skills
- Ability to work collaboratively within a team environment
- Ability to take direction
- Capability to multi-task and work effectively under pressure in an environment characterized by competing priorities and deadlines associated with delivery of customer services.

Typical Duties and Responsibilities:

- Answering the telephone and directing calls appropriately
- Receiving and processing customer requests for service, parts, or technical support
- Providing administrative support for the Service Manager
- Coordinating Service Technician scheduling and with input from Service Manager, as is needed, for:
 - Delivery of planned maintenance and services
 - Coordinated inspections with Boiler Inspectors
 - Calling in requests for service
- Process Service Department related purchasing for needed materials and parts orders.
- Process material warranty claims and returns
- Process material and parts orders shipping and receiving with Shipping & Receiving Department.
- Utilize Sage100/MAS90 business systems for Service Department related business transactions. This includes:
 - Sales Order
 - Job Cost
 - Purchase Order
 - Invoicing
 - Inventory management
 - Accounts Receivable
 - And potentially others
- Generating Service Call Requests for Field Service Technicians
- Processing completed Service Call Reports
 - Invoicing
 - Processing any needed follow up or supplemental requested quotes
- Maintain Service Department related filing
- Manage and execute after hours "On Call" schedule
- Assist with counter sales when needed, including pulling parts from inventory

Education and Experience:

- A minimum of a 2 year Associates Administrative Professional degree preferred
- Prior commercial HVAC service contractor or related experience a plus!

GAS & OIL BURNERS • BOILERS • FEED WATER SYSTEMS • BAKERY OVEN BURNERS
RIBBON BURNERS • ELECTRIC PIPE HEATING SYSTEMS • VOLUME WATER HEATERS
OIL PUMPS & HEATER SETS • INDUSTRIAL HEATERS • INCINERATORS
ACCESSORIES & CONTROLS • CONVERSION, SERVICE & PARTS



Additional Attributes:

- Energetic and enthusiastic
- Positive “can do” attitude

Residency:

It is preferred the individual maintain their primary residence within the greater Mid-Michigan Great Lakes Bay region.

Benefits:

- Health Insurance
- Long Term Disability
- 401k
- Flexible Spending Plan (Section 125)
- Paid vacation
- Paid personal time
- Company Holidays
 - New Year’s Day
 - Good Friday (half day)
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving (Thursday and Friday)
 - Christmas Day

For additional information on our company visit our website www.josephmday.com.

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