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Service Coordinator

Job Description

Work directly with our customers and the service team coordinating to get the right people, with the right tools, in the right place at the right time so that we may perform HVAC and plumbing maintenance, service and repair work for our customers while making a profit. Provide exceptional support for our service technicians and exceed customer expectations.

ESSENTIAL DUTIES (not all inclusive)

- Day to day coordination, assignment and dispatch of technicians to fully meet customer's needs.
- Maintains customer records and always keep service site information up to date.
- Sets up service sites, work orders and agreements and communicates all pertinent information to the technicians to ensure customer's requirements are met.
- Procurement and coordination of resources, equipment and materials to ensure the service technicians have what they need to get the job done.
- Assists the service team in assembling estimates and quotations for customers.
- Attends meetings and records action items of meetings to remind and help service team complete assignments.
- Reviews and routes all service maintenance contracts, completed work orders and quotes to ensure that all information is accurate and complete, tracking any open items and pressing for resolution.
- Prepare all outgoing service invoices on a timely basis.
- Reconcile and resolve conflicting information prior to billing.
- Review all billing with Service Operations Manager.
- Produce weekly report that summarizes billing status including items pending invoice, incomplete, waiting parts, etc.

EXPERIENCE REQUIRED

- Minimum of five (5) years of demonstrated experience as a service coordinator, preferably in HVAC and/or Plumbing
- Ability to learn complex concepts quickly and communicate them in an easy to understand manner.
- Able to make good judgements and quick decisions in efficiently and effectively serving our customers.
- Ability to work effectively under pressure.
- Ability to adapt to changing conditions and resolve conflict.
- Self-motivated and diligent, constantly thinking about the next step and the next opportunity to help.
- Interpersonally appropriate and aware, displays good judgement and intuition and is aware of the impact of words and actions.

Benefits:

100% of Health, Dental & Vision Insurance
Family Match After 5 Years
Employee Assistance Program
401K Matching
Flexible Spending Account
Vacation & Holidays
Paid Training
\$26-\$34 Per Hour

Interested?

Qualified candidates, directly apply through the link below:
<https://easyapply.co/a/7f308ea4-08b9-423b-ab87-99ca8f1810ef>