JOB TITLE: Service Coordinator
DEPARTMENT: Service Department

POSITION OVERVIEW: To provide administrative support to the service and training departments and facilitate the flow of information within the departments. This position will be trained to act as an auxiliary Service Engineer

RESPONSIBILITIES:

1. Secure and review time sheets, expense reports, service reports, and class information from all Service/Training personnel in a timely manner and verify for completeness and accuracy. Handles Time Force entries and will act as Department Time Force reference resource.
2. Transfer information and maintain databases to track all jobs. Prepare charts and graphs to accurately reflect daily, weekly and monthly departmental activity (on-call response times, service tech hours, project statuses.) Ensure Department Quality system documentation is kept up to date and audit ready at all times.
3. Handles CMS required activities (opening job numbers, material status follow up)
4. Prepare Service and Training summaries and invoices
5. Communicate effectively with customers and internal departments as necessary.
6. Place collection calls for aged receivables when necessary.
7. Assist with Service Engineer scheduling when necessary.
8. Conduct and manage customer service feedback (via phone and/or electronic survey)
9. Collect and compile warranty service information, compile summaries and submit for management approvals. Process billing to N-F upon completion of approval process.
10. Complete special projects as assigned.
11. Schedule and monitor the delivery of NRS training courses
12. Provide Backup to Service Engineers as needed in the field

REQUIREMENTS:

1. Reading, mathematical, verbal and written skills usually associated with a high school diploma.
2. Two years experience in administrative field.
3. Intermediate to advanced knowledge of PC office software.
4. Excellent interpersonal skills.
2. Strong organizational skills and ability to prioritize.
3. General understanding of accounting principles highly preferred

PHYSICAL REQUIREMENTS:
Work is primarily performed in a typical office environment with little or no adverse environmental conditions. When working in a Service Engineer capacity, work is performed in a shop or manufacturing plant environment requiring moderate physical effort, flexibility and

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bending. Incumbent is often exposed to hazardous equipment and chemicals. Travel, both domestic and international, is required.

**BENEFITS:**
Nachi Robotic Systems provides a comprehensive benefits package including medical, dental and vision insurance, 401K plan with employer match, paid time off, and tuition reimbursement.

Nachi Robotic Systems Inc. is an equal opportunity employer and makes employment decisions without regard to race, color, religion, creed, gender, national origin, disability, marital or veteran status, sexual orientation, or any other legally protected status.

Please send cover letter indicating position of interest and resume in confidence to: careers@nachirobotics.com