

## MC Sign Company Job Description

Revised by: Kris Clucas

Revision date: December, 2007

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<b>Title<sup>i</sup></b>	Service Center Coordinator	<b>Department<sup>ii</sup></b>	Service Center
<b>Reports To<sup>iii</sup></b>	Service Center Supervisor	<b>Status<sup>iv</sup></b>	Non-exempt
<b>Dated<sup>v</sup></b>	December, 2007	<b>Approved<sup>vi</sup></b>	December, 2007

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### **Job Summary<sup>vii</sup>**

Provides quality customer service by ensuring that all client's service needs are being met in a professional and timely manner.

### **Essential Functions<sup>viii</sup>**

1. Responsible for independently managing tasks and locations associated with their team's customer base. Service requests may come in via phone, fax, email
2. Communicate with clients and vendors to make sure work has been completed in a timely and cost-effective manner to ensure client satisfaction
3. Provide estimates and quotes to clients for various signage / lighting repairs and replacements.
4. Handle emergency situations as they arise and provide immediate service as needed.
5. Ensure tickets are closed out in an efficient manner.
6. Use Services Application to track service tickets and keep ALL statuses, dates, details up-to-date.

### **Additional Duties and Responsibilities<sup>ix</sup>**

1. Handle multiple service requests simultaneously
2. Problem-solving, research, quality control of activities described above
3. Willingness to assist others within the department to ensure all work is completed in a timely manner.

### **Job Specifications**

#### **Skills<sup>x</sup>**

- a. Computer skills / typing skills
- b. Ability to prioritize jobs based on urgency, customer expectations, importance
- c. Customer service skills
- d. Ability to maintain calm and focus under stressful / multi-tasking environment
- e. Good communication skills
- f. Organizational skills.
- g. Sign industry knowledge

#### **Education, experience, certifications<sup>xi</sup>**

- a. High-school graduate
- b. Basic typing

#### **Physical and Mental Demands<sup>xii</sup>**

- a.
- b. Phys, mental demand
- c. Phys, mental demand
- d.

#### **Working Conditions (if applicable)<sup>xiii</sup>**

- a. Working condition
- b. Working condition
- c. Working condition
- d.

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This job description is not intended to be a complete list of all responsibilities, duties, or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of MC Sign Company. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

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### Employee Acknowledgement<sup>xiv</sup>

I have read this job description and discussed it with my supervisor.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

<sup>i</sup> Type in Job Title

<sup>ii</sup> Type in Job Department

<sup>iii</sup> Type in Supervisor Title

<sup>iv</sup> Type in Status

<sup>v</sup> Type in Job Creation Date

<sup>vi</sup> Type in Approved Date

<sup>vii</sup> **Job Summary:** A brief narrative of the job, highlighting it's general characteristics. Provide enough information to differentiate the major functions of the job from those of other jobs

<sup>viii</sup> **Essential Functions:** The employee spends approximately 80% of their time performing these functions. These functions are fundamental to the performance of the position. A job function may be considered essential if:

- The job position exists to perform that function
- There are a limited number of available employees among whom the performance of that function can be distributed.
- The function is so highly specialized that the person in the position was hired for his/her ability to perform that function

<sup>ix</sup> **Additional Duties and Responsibilities:** The employee spends approximately 20% of their time performing these functions. These tasks are nonessential functions of the job that will need to be done. They are marginal yet important tasks that could easily be performed by other workers

<sup>x</sup> **Skill:** This is in knowledge, skill, abilities, and other characteristics required for success in the job.

Factores related or incorporated in skills include:

- Knowledge required
- Equipment Use
- Initiative, Attitude
- Judgement Required
- Creativity

<sup>xi</sup> **Education/Experience/Certifications:** Education, experience, and certifications necessary to perform the job

<sup>xii</sup> **Physical and Mental Demands:** The physical or mental exertion required, for example:

- Lifting requirements: Must be able to lift up to 50 lbs.
- Height requirements: Must be able to handle heights up to 75 feet.
- Visual requirements: Must be able to work in dim light

<sup>xiii</sup> **Working Conditions:** Environmental factors impacting the position, for example:

- Environment: Hot/cold, air quality, etc.
- Hazards (risk of falls, cuts, burns, exposure to toxic chemicals)

<sup>xiv</sup> **Acknowledgement:** Supervisor and employee sign and file in personnel file