
Titleⁱ	Service Center Coordinator	Departmentⁱⁱ	Service Center
Reports Toⁱⁱⁱ	Service Center Supervisor	Status^{iv}	Non-exempt
Dated^v	July 2011	Approved^{vi}	HR Manager

Job Summary^{vii}

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

Essential Functions^{viii}

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^{ix}

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^x

- 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^{xi}

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

Physical and Mental Demands^{xii}

- a. Must be able to lift up to 50 lbs.

Working Conditions (if applicable)^{xiii}

- a. Prolonged hours in front of a computer
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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.

Employee Acknowledgement^{xiv}

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

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____