

**Are you Action oriented?
Do you love to be in the THICK of it ALL?
Do you offer customers Top-Notch care?**

If so we want to talk to you...



We are reorganizing our service department and seek a motivated **Service Coordinator**.

Securityhunter provides integrated electronic security systems, access control and cutting edge technology to the government and commercial sectors. We provide clients electronic security design, installation and maintenance services.

The Service Coordinator reports directly to the Service Manager. Candidates will be professional, self-motivated, organized and have the capability to perform the following job functions;

Service Support:

1. Coordinate and handle all customer service calls and inquiries in regards to service agreements and other service requests and route to the appropriate department/person.
2. Log *Request for Service Form (RFS)* into computerized system, distribute/dispatch ticket to Service Technician (S/T), ascertain and establish appointment for service performance.
3. Generate *Material Requisition Request (MRR)* and assist Service Manager (S/M) in obtaining materials or equipment if required.
4. Track service work orders (activity and hours); Audit completed work orders.
5. Package and ship out any materials/equipment for repair or warranty if required and receive (log-in) the same.
6. Perform quality control procedures to ascertain performance and satisfaction (i.e., *Customer Satisfaction Survey*)

Project Management Support:

1. Assist Service Manager (S/M) in setting up file for new projects and distribute to appropriate department/person
2. Assist S/M in ascertaining and establishing appointment/scheduling for service performance.
3. Send out confirmations and "thank you" correspondence to new customers
4. Assist Service Manager (S/M) in obtaining materials or equipment required from MRR.
5. Receive and log-in all materials/equipment required for each project.
6. Coordinate ship/receiving of materials/equipment to job site.
7. Perform quality control procedures to ascertain performance and satisfaction (i.e., *Customer Satisfaction Survey*)

Operations Support:

1. Maintain vehicle records, coordinate service activity and monitor GPS
2. Maintain inventory (in-house and project related); conduct monthly audits
3. Coordinate technical training
4. Coordinate and maintain licensing registrations and renewals
5. Maintain government credentials/passes

Requirements:

1. High school graduate
2. Customer care experience related to a service industry preferred
3. Computer skills: Microsoft Office, ACT, QuickBooks Pro 2008 preferred

4. Excellent written and verbal skills
5. Highly organized independent self starter
6. Detail oriented individual, able to establish and adhere to procedures & timetables
7. Able to lift 30lbs.

Fulltime employees receive the following benefits:

1. Health & dental plan
2. Retirement plan
3. Paid time off and holidays

All resumes are screened, should your skill set meets the job requirements you will be contacted for an interview. Thank you for your interest in employment opportunities with Securityhunter.