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NORTH MECHANICAL
CONTRACTING & SERVICE

Job Title: Service Coordinator

North Mechanical is a full-service turn-key mechanical system solutions provider. We have been designing, building and maintaining diverse systems throughout Indiana for nearly 40 years. We develop long-term trusting relationships with our clients and are passionate about our service.

We are seeking qualified candidates to apply for the Service Coordinator role in Lafayette, IN. This is a full-time position. Rate of pay is \$26 - \$28 an hour, based on relative experience. Applicants must be proficient with Office 365 and possess the ability to use multiple software packages (service management/accounting.)

The Service Coordinator will work closely with other Coordinators, Technicians and Managers. Successful candidates will have the ability to work independently and manage a team. They must be detailed oriented and have excellent communication skills. They must have the ability to manage multiple tasks at one time and thrive in a fast-paced environment. This position will report directly to the Service Operations Coordinator.

Ideally, Service Coordinators will increase our profitability by auditing work orders. They will be tasked with continually improving dispatch logistics, turnaround time for billing, and enhancing the preventative maintenance agreement pro-active scheduling process. On-going objectives should include creating a desirable work environment, elevating client communication, and achieving a balanced workload for fellow team members. Constant collaboration with service managers and technicians is required.

Day to day responsibilities include:

- Customer Service & Client Communication
- Prioritize Calls and Schedule Based on Urgency
- Dispatch Technicians & Update Status in Service Software
- Appointment, Work Order, and Timesheet Review
- Manage Incomplete and Open Jobs
- Bill Completed Work Orders Weekly - Audit for Accuracy
- Preventive Maintenance Agreements – Schedule and Manage Labor
- Project Analysis & Progressive Billing
- Collaborate with Service Managers, Technicians, & Other Coordinators
- Aging & Collections
- Vendor Invoices - Research Issues with Missing PO numbers
- Credit Card Payment Processing
- Handle Overflow Phone Calls for Richmond, Indianapolis, and Bloomington Offices

Work Remotely

- No

Job Type: Full-time

Pay: \$26.00 - \$28.00 per hour

Benefits:

- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Experience:

- Service Coordinator/Dispatcher: 2 years (Preferred)
- Customer relationship management: 2 years (Preferred)

Ability to Relocate:

- Lafayette, IN 47909: Relocate before starting work (Required)

Work Location: In person

PLEASE FORWARD YOUR RESUME TO: Careers@northmechanical.com