



Job Title: Parts and Service Coordinator

Reports To: Branch Manager

Comments:

The job description below is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and Provincial Laws.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Position Summary: Reporting to the Branch Manager, the Parts and Service coordinator will assist the Branch Manager with the day- to- day operations of 2G Canada. The PSC will assist in coordinating the functions of the office and service organization, offering support to internal and external customers while supporting our shared corporate goals. This position will have a direct customer service oriented role and be instrumental in ensuring the smooth running of the service department on a day-to-day basis. The PSC is involved in various administrative tasks and will assist with purchase orders, invoicing, providing quotes, logistics, handling customer calls and routing to the appropriate area, CRM data management and other administrative processes.

Essential Job Functions:

- Responsible for assisting and meeting all internal and external customers expectations, while maintaining a positive customer-oriented attitude at all times.
- Provides day- to- day support to the Branch Manager ensuring operations are met in accordance with company policies and procedures.
- Assess and direct customer support requests to the appropriate operators and field service technicians and escalating to the Branch Manager when necessary to meet customer expectations.
- Maintain an accurate record keeping process for the branch and customer operations.
- Assist with all daily functionalities of the Service team ; including scheduling, fielding customer calls and co-ordinating parts.
- Manage purchasing, receiving and warehouse organization. Conducts monthly physical inventory counts; maintains stock levels.
- Assists with quotes and proposals to customers for service-related issues.
- Assist with for processing customer spare part orders.
- Expedites engine down orders, ensuring effective purchasing, customs clearance and deliveries to exceed customer expectations.
- Maintains Navision/Quickbooks input for invoicing and data management for the department.
- Manages and organizes technician field service reports, expenses, shipping costs, etc., and documents all pertinent information, on a service order basis.
- Prepares and processes purchase orders and submits to vendors as required.
- Professionally communicate with customers and maintain a confidential customer relation ensuring maximum satisfaction.
- Assures all orders/costs are reviewed for accuracy and allocated to correct posting groups.
- On a weekly basis, review, prepare and finalize service and part orders in preparation of converting to invoices.
- Review work/sales orders with the Branch Manager for accuracy prior to invoicing the customer.
- Create, implement and manage the warranty process internally and externally for distributors and customers; Providing the Branch Manager and General Manager a

- monthly report of open warranties and challenges.
 - Submit and manage all internal and external warranty claims (from distributors) to 2G.
 - Comply with all company Health & Safety Policies, including site safety surveys.
 - Demonstrate compliance with 2G policies and procedures including participation in on-going job related training.
 - Field customer calls during business hours, after hours on weekdays and weekends as assigned.
 - All other duties as assigned.
- **Interpersonal – Ability to:**
 - Effectively communicate with others, including other employees and customers.
 - Multi-task effectively while remaining detail oriented.
 - Demonstrate strong organizational skills.
 - Work independently as well as with a team
 - Be proactive with good problem solving skills, judgment and innovation.
 - Work a flexible schedule.
 - Prioritize and schedule all work to meet deadlines and establish a sense of urgency when required.
 - **Language**
 - Excellent verbal and written communication skills in English.
 - Ability to read and interpret documents as well as the ability to write routine reports and correspondence.
 - Ability to communicate effectively with customers and employees of the organization.
 - **Mathematical**
 - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
 - Ability to compute rate, ratio, and percent, and to draw and interpret graphs.
 - **Computer**
 - Intermediate to excellent PC skills (Word, Excel, email/web); experience with Navision an asset.
 - Familiar with and able to use smart phone technology effectively.
 - **Health & Safety**
 - Ability to understand, communicate and ensure compliance with 2G's Health & Safety practices and procedures as well as applicable legislation.
 - Knowledgeable in WHMIS, First Aid, Fire code and other applicable Health & Safety legislation an asset.

Education and Experience:

- High School Diploma or equivalent required.
- Three (3) to five (5) years' experience in related industry preferred.
- Practical training/education (e.g. apprentice programs, etc.), a plus.
- 1 to 2 years' experience in an admin/customer service role required.
- Microsoft Office software proficiency.
- Experience with Navision or accounting software preferred.

Physical Requirements:

- Medium work: Exerting up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.

Supervisory Responsibilities:

This position has no supervisory responsibilities.