



Job title:	Service Coordinator
Department:	Service
Location:	Seattle, WA
FLSA:	Exempt
Pay:	Full-time, \$70-\$90k salary range
Supervisor:	Director of Commercial Service

Job Description

Job purpose:

The Service Coordinator interfaces directly with customers to maintain customer satisfaction by providing problem-solving resources. Responsible for attaining company goals as related to service installation and repairs. Works closely with all departments to ensure success in regard to service.

Duties and responsibilities:

As Service Coordinator, you will be primarily responsible for, but not limited to, performing to the following duties:

Coordination

- Customer interface:
 - Keep in contact with customers regarding new and existing jobs.
 - Maintain awareness of items and factors impacting their operations now or in the future (keeping aware of industry movement on their behalf).
 - Schedule annual maintenance, surveys, etc proactively.
 - Performing walk throughs, assisting in development of and delivering estimates to the customers.
 - Creating and or utilizing a program to retain pertinent vessel information.
- Technician interface
 - Generate appropriate detail to define job expectations and provide to technicians. (I.e. Job, Job Number, Expected time to Complete)
 - Obtain (generally) daily updates from all techs, regarding progress and problems with jobs.
 - Arrange short term remote jobs.
 - Work with technicians to ensure they have parts needed for job completion.
- Director of Commercial Service interface:
 - Day to day taskings
 - Maintain updated job and asset listings
 - Vacation time



- Training
- Jobs requiring electrical support (i.e. Installation support)
- Jobs requiring technical support (i.e. Maverick Installations, New Construction)
- Schedule and assist with applicant screening

Reporting and Communications

- Report to customers as necessary, providing status updates, etc
- Maintain budgets for individual jobs and report on problems coming up.
- Ensure project drawings and notes get into the proper dropbox folder.
- Ensure incident and injury reporting is conducted appropriately.
- Assist in maintenance of a more proper Dropbox folder structure.

Employee Development and Accountability

- Day to day job tasking of technicians, communicate job expectations.
- Enforce company and job specific policies and procedures.
- Checking in with employees daily
- Come up with plan to correct deficiencies using appropriate reinforcement.
- Follow up on training opportunities and plan scheduling of training.
- Generate and/or consolidate and organize the creation of SOP's and Process documents

Budgetary

- Ensure paperwork is completed in a timely manner.
- Review Invoices for accuracy, escalate invoices where appropriate.

Field Support

- Spot audits, randomize a schedule to check on each technician's progress weekly.

Communications:

- Installation and Technical/Sales Engineers to hand-over new installations.
- Product Management team to setup procedures, training and introduction of new services and products.
- Sales teams to discuss Service Level Agreements, support issues and special requirements.
- Externally to partners and suppliers.

Qualifications:

- A high school diploma or equivalent is required; any incumbent must be committed to self-development including lifelong learning, regardless of their formal education.
- Familiar with how to use an RFI, Watt meter, Spectrum analyzer, and other test equipment.
- Technical knowledge of two-way radio, microwave and satellite communications.
- Strong working knowledge of electrical safety standards.
- Customer service skills
- Management experience
- Experience with financial aspect of business management.
- Decision making, Process Improvement, Emphasizing Excellence



- Personal Characteristics: problem solving, strategic thinking, confidential and ethical, results driven, customer focus, and a team player.
- Must be familiar with Microsoft 365 office suite.
- Must be self-motivated and team oriented.
- Must have clean driving record, valid driver license and be insurable.
- Must pass a background screening and be able to obtain a TWIC card.
- A willingness to embrace and live the core values of Network Innovations.

Direct reports:

- None

Working conditions:

This position does have a standard 0700-1600, M-F schedule, but there is demand for potential shift rotation and/or on-call requirements. However, the incumbent must be available 24/7 x 365, within reason, to advance his/her team and the organization. The position operates in a professional office environment and various Oil & Gas manufacturing facilities. Applicant must be comfortable working in shipyard environments, onboard fish processing vessels, and working from heights for prolonged periods of time.

Physical requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to talk or hear.
- The employee is frequently required to walk and climb.
- The employee is occasionally required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.
- Ability to hear is crucial.
- Ability to drive a motor vehicle is required.

Benefits:

- Medical, Dental and Vision (employee pays share)
- Company paid: Basic Life Insurance & LTD
- Supplemental products offered and paid by employee
- Employee Assistance program
- 401k match
- PTO: at a minimum 15 days per year accrued per month
- Holidays: 9 per year



Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.