

GILLMORE SECURITY SYSTEMS, INC.

Date Created: July 20, 2015

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Job title	<i>Service Coordinator</i>
Reports to	<i>Service Department Manager</i>

Job Purpose

The Service Coordinator's primary responsibilities center around client support. The Coordinator will interact with customers as well as service technicians to resolve service issues and/or schedule customer service calls. This individual will enthusiastically represent Gillmore and provide "white glove service" to the company's customer base.

Duties and Responsibilities

- Contact customers by phone/email to assist with alarm system service issues.
- Provide offsite support for customers and technicians through alarm panel programming and troubleshooting.
- Schedule service calls for customers.
- Interact with inventory team to ensure that technicians have parts needed for service calls.
- Follow up with customers on any open service tickets.
- Provide quality, prompt, and professional service.

Qualifications

- Excellent customer service & telephone skills
- Multi-tasking, in dynamic & fast-paced environment
- Effective verbal & written communication skills
- Strong computer skills, with experience in Outlook, Word, Excel, etc
- Adaptability and reliability
- Ability to exercise independent judgment & problem solving techniques
- Open, cooperative, & positive team-oriented attitude
- Education -- minimum high school diploma
- Additional qualifications: experience in the alarm industry is extremely helpful

Working Conditions/Physical Requirements

- Ability to lift 10 pounds.
- Position requires extended periods of time spend sitting at a workstation while utilizing a computer and telephone.

Direct reports

N/A

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>

