

Job Description

Job Title: Field Service Coordinator

Reports To: Service Manager, Buffalo branch

Department: Service

Division: Buffalo

Location: 999 Harlem Road, West Seneca NY 14224

Prepared By/Date: Joyce Schwob 9/25/2017

Summary: To coordinate, organize and control field service activity in Buffalo branch and provide administrative support for the same. To coordinate JIT& PM program including maintaining the physical PM contracts and administering the records

Essential Duties and Responsibilities include the following:

- Plan and coordinate daily activity of field service technicians in Buffalo
- Coordinate Preventive Maintenance program
- Control work order process for field jobs
- Receive incoming service calls and dispatch techs accordingly, insuring a 4-hour response time
- Schedule additional work created from Preventative maintenance and other repairs
- Track open repair orders and insure timely follow-up
- Assist with purchase orders
- Maintain effective communication with field technicians and customers
- Control work efficiency
- Provide courteous and efficient service to customers
- Personally turn over customers with complaints that cannot be satisfied at the FSC level to the service manager
- Control non-productive time
- Project a positive image by interacting with fellow employees, customers and management in a cooperative, supportive and courteous manner
- Maintain daily preventative maintenance tracking board
- Customer satisfaction is number one priority to convey to all technicians
- Ensure that quality and timeliness of repairs exceeds customer expectations
- Communicate with customers, technicians and sales staff, as appropriate, on status of work being performed
- Evaluate current and future personnel needs
- Advise service manager of equipment and capital items to provide best service possible
- Assist in service budget process
- Report any unsafe conditions, accidents, or environmental infractions
- Monitor and work towards Toyota's Service Excellence Awards

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Computer Skills: Above average skills are REQUIRED.

Word processing, Spreadsheets, E-mail, Order processing, Inventory, Contact Management.

Language Ability:

Great telephone communication skills are essential to this position. Ability to read and comprehend complex instructions, short correspondence, and memos. Ability to write business correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

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.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

Personal attributes: Ability to work with minimal supervision, strong work ethic, motivated to succeed both personally and professionally. A true team player interested in the success of the team and the corporation.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Although the majority of time will be spent in a clean quiet office, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles while performing the duties of this job.

The noise level in the environment is low.

Physical Demands:

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 sit. The employee is occasionally required to stand and walk. The employee is occasionally required to lift up to 25 pounds.