

**Job Description: Customer Service Coordinator** Aquatek Water Conditioning is a locally owned business that provides quality water treatment solutions for residential, commercial, and industrial properties in Northwest Ohio and Southeast Michigan.

**Customer Service Coordinator** This office-based position is a full-time position, Monday thru Friday, 8am to 5pm, with a one-hour lunch break. Occasional Saturdays during normal operating hours.

### **Position Summary**

The Scheduler will report to the Owner and will provide the following duties:

Schedule service calls in a professional, expedient, and efficient manner

Provide a professional and interactive experience with customers via phone call, text message and in-person interaction

Properly identify and prioritize service calls

Assign service calls to appropriate area

Effectively communicate with Service Technicians

Ask questions to best identify information to provide service technicians with information that will help them be efficient and effective on the job

Manage Customer Preventative Maintenance Program

Manage new installation follow up process

Process installation work orders and invoice customers

Cross Trained for Counter-Sales

Other duties as assigned

### **Requirements**

Superior customer service skills

Ability to work an occasional Saturday during normal operating hours

Able to build relationships with customers in a friendly, trustworthy and competent manner

Able to manage counter sales

Excellent communication skills

Critical thinking & problem-solving skills

Organizational & multi-tasking skills

Strong attention to detail

Level-headed/easy-going demeanor and all-around positive attitude

Honesty and integrity

Comfortable using computers: strong proficiency with Microsoft Office Suite (Outlook, Excel & Word)

Ability to quickly learn new customer service-based software technology

Be able to lift up to 50 lbs. occasionally

Reliable attendance and ability to show up on time

### **Salary & Benefits**

Paid holidays and vacation

Enrollment in Everside Health Membership after completing 90 day Probation

Company logoed shirts provided

Retirement plan with company match after one year of service

Cell phone stipend for work use