



Service Coordinator

Building Automation & Security Industry

- **Job Time** Full-Time
- **Functional Area** ADM - Administrative
- **Experience Level** Entry Level
- **Required Education** Associates Degree or work experience
- **Location** Pelham, AL
- **Required Travel** 0%

Company Information

Alabama Controls, Inc. has been in business in Alabama for over 40 years and over 20 years Internationally. As a technology partner, consultant, service provider, system integrator and product supplier, Alabama Controls offers building automation, security, heating, ventilation and air conditioning (HVAC) and energy management products and services.

For more information, please visit: Alabamacontrols.com

Job Description

Alabama Controls is growing! We are currently searching for a Service Coordinator. This person will coordinate the field activities of the service division. This would include answering the telephone, speaking with the customer to determine their immediate needs. Schedule all field personnel for seasonal preventive maintenance contracts, service repairs & replacements. This position performs multiple job tasks on a daily basis relating to the facility management and security industries. This person will assist in ensuring customer satisfaction and commitments are met for the service department.

Responsibilities:

- Schedule & create work orders for preventative maintenance.
- Schedule & create work orders for service repairs & replacements.
- Dispatch technicians to emergency service calls.
- Develop, review & process work orders and purchase orders.
- Procure parts for scheduled repairs.
- Track down parts for emergency repairs.
- Assist with estimated costs for repairs when requested by the customer.

- Collect and review field generated paperwork and prepare for invoicing by the administrator.
- Provides support, information, prioritization and coordination of assignments for field service personal.
- Serves as the main point of contact for all service customers to ensure expectations are being met.
- Handles decisions regarding the scheduling and movement of manpower and material. Schedules and dispatches field labor force to meet customer requests and expectations based upon nature of call, urgency, contractual obligation, available resources and customer needs.
- Maintains timely set up and completeness of related service job folders as assigned.

Qualifications:

- ✓ Technical school or Associates degree (2 year) preferred, although a combination of education (High School or GED required) and experience will also be considered
- ✓ 1-3 years' experience in customer service call handling, dispatching and service response preferred but not required
- ✓ Good organizational, interpersonal and verbal and written communication skills
- ✓ Knowledgeable in Microsoft Office (word & excel) required
- ✓ Familiarity or experience with control, HVAC systems and engineering preferred
- ✓ Must work well under pressure
- ✓ Outgoing, professional, ambitious, and drug free
- ✓ Able to work Monday – Friday 8 hours per day 40 hours per week
- ✓ Able to coordinate an on-call rotation for nights & weekends
- ✓ Must be self-sufficient and able to perform the Job Duties

Additional Skills Desired not required:

- Field experience in service & repairs of HVAC equipment.
- Working knowledge of electrical systems.
- Basic knowledge of low voltage controls & building automation systems.

Send resume to: Justin Miller Service Manager at jmiller@alabamacontrols.com & Julie Reuse Security Manager at jreuse@alabamacontrols.com. All interviews will be scheduled via email. For more information on Alabama Controls, Inc. go to www.alabamacontrols.com