

Job Opportunity Notice

Job Title:	Tech Service Coordinator	Revision Date:	11/16/2018
Work Location:	Norwood, MA		
Department:	Support Services		
Reports to:	Manager, Support Services	FLSA Status:	Non-Exempt

Summary:

The ideal candidate for this job is resourceful, a good problem solver and organized. Assuring a steady completion of workload in a timely manner is key to success in this position. The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position.

This position will support customers, distributors and service technicians by receiving and distributing all incoming calls to the Service Department.

Create Service Calls and enter customer's complaints into database, issue RMAs, schedule shipment of loaners, replacement and demo instruments. Create and maintain schedule of On-site service calls, Installations and Preventative Maintenance.

Essential Functions:

- J Review and process customer orders entered into system to ensure accuracy.
- J Dispatch on-site service requests to appropriate field service technician.
- J Issue RMAs, schedule shipment of loaners, replacement and demo instruments.
- J Create and maintain schedule of On-site service calls, Installations and Preventative Maintenance.
- J Effectively present information, and respond to questions to ensure customers understand guidelines.
- J Provide support to regional service centers around the world via email, phone and in person.
- J Create Service Cases in database, log service information, and close cases in timely fashion.
- J Document customer issues and create service case, escalate complaints appropriately.
- J Work closely with factory engineering and other specialists to ensure service needs are met.
- J Capable of working independently and completing tasks on schedule.
- J Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

Experience Requirements:

1. 5+ years working in scheduling, dispatch or administrative position is strongly desired.
2. Superior organization skills and dedication to completing projects in a timely manner.
3. Exceptional communication skills.
4. Detail oriented and comfortable working in a fast-paced office environment.
5. Experience with documentation creation, one-on-one and small group training, and project management would be beneficial.
6. Experience in LEAN principles and 5S highly desired.

Education Requirements:

1. High School degree required.

Physical Requirements and Working Conditions:

1. Typical office/depot environment.
2. Proficiency in MS Office with expertise in Microsoft Word, PowerPoint and Excel.
3. Must respond to questions and requests for information in timely fashion.
4. Must be able to use basic office equipment: computer, standard MS Office applications, printer, copier, phone, etc.
5. Must be able to remain stationary for longer periods of time.
6. Must be a self-starter and independent worker.
7. Must be able to lead small groups in discussion and planning.
8. Must have a friendly and approachable demeanor.
9. Must be detail oriented and be able to construct professionally formatted documents, grammatically correct.
10. Must be capable of communicating with stakeholders through various means.

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PHYSICAL DEMANDS (e.g., expectations of such items as weight needed to move or lift)		
<input checked="" type="checkbox"/> Lift/Carry 30 lbs.	<input type="checkbox"/> Bend/Stoop/Kneel 2 hrs a day	<input checked="" type="checkbox"/> Push/Pull 70+ lbs.
<input type="checkbox"/> Microscope/Fine close work 8 hrs a day	<input checked="" type="checkbox"/> Stand/Sit/Walk 8 hrs a day	<input checked="" type="checkbox"/> Dexterity required
<input checked="" type="checkbox"/> Vision requirements correctable to 20/20 vision	<input type="checkbox"/> Operate moving vehicles	<input type="checkbox"/> Other

Application Process:

Interested candidates should send their resume to:

Amir Selman
 Support Services Manager
 Advanced Instruments, LLC
 2 Technology Way
 Norwood, MA 02062
AmirS@acompanies.com

Nothing on this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time