



Service Coordinator - Front Office (Alaska)

JOB CLASSIFICATION

Job Classification = NON-EXEMPT (Hourly)

JOB LOCATION & HOURS

The Service Coordinator (SC) will perform his/her job responsibilities from the offices of The Chariot Group, Inc. The Chariot Group, Inc. office hours are Monday – Friday, 8:00 am to 5:00 pm.

QUALIFICATIONS

The Service Coordinator will be the primary reception for The Chariot Group, primary coordinator for Support Services renewal quote preparation, and back-up for Events Coordination. The Service Coordinator will be part of the Support Services Team, which manages the quoting, coordination, and logistics in support of a variety of services offered by the company. Every Service Coordinator position has a specialty but is also cross trained with other members of the team for back-up and work flow management.

This position requires a minimum of three years of previous administrative and/or coordination experience. A high school diploma or GED is required; formal education is a plus. Basic keyboarding skills, proficiency with Microsoft Office (including Word, Excel, and Outlook), and the ability to work with multiple database systems to access, interpret, and cross-reference data is essential. Experience with Salesforce is a major asset.

The Service Coordinator must possess excellent written and verbal communication skills and demonstrate experience with or an aptitude for technology. The SC should be enthusiastic and bring a high amount of energy to the position. He/she will be expected to deliver excellent customer service, preserve current customer relationships, and represent the company in a courteous, ethical, and professional manner. He/she must demonstrate professionalism in both appearance and demeanor.

The Chariot Group does not allow tobacco use during working hours (on or off premises) and employees are expected to be free of the odor of tobacco during working hours. Proof of valid driver's license, insurance, and a good driving record are required, and every employee must have reliable transportation to and from work.

ESSENTIAL FUNCTIONS

Service Coordinator

1. Answer phones and emails and greet visitors promptly, professionally, and with a high level of customer service.
2. Prepare quotes for Support Services' warranty, software, and service maintenance renewal opportunities with timely follow-up via phone and/or email to ensure prompt and effective service.
3. Respond to customer requests for replacement parts and supplies by identifying client needs and selecting appropriate products to quote customers.
4. Assist with and/or manage intake and coordination of Return Merchandise Authorization (RMA) requests and basic service calls.
5. Utilize a team approach with co-workers to ensure co-workers' and customers' needs are promptly met.

Events Coordination (Backup)

1. Schedule, set up, and host events in the conference center by answering customer inquiries, performing test calls, greeting rental customers, and launching video and audio conference calls.
2. Coordinate scheduling and resources for company meetings and events held in the conference center.
3. Keep records updated and ensure timely completion of all stages of lead follow-up, quoting, order processing, and reporting for conference center rentals.
4. Maintain current working knowledge of conference center technologies and troubleshooting techniques.
5. Ensure the lobby and conference center are clean, tidy, stocked, and consistently maintained in a professional manner.

The above list of Essential Functions is designed to highlight the primary duties of the position and should not be interpreted as total or complete. Due to the size of the company, all employees may need to perform duties outside of their primary responsibilities to better serve the customer.

PHYSICAL REQUIREMENTS

The Service Coordinator must be able to perform all the essential functions of the position satisfactorily with or without reasonable accommodation. The Chariot Group will engage in the interactive process as per the Americans with Disabilities Act to determine if reasonable accommodations are necessary to enable individuals with disabilities to perform the essential functions of the job.

This position requires persistent repetitive movements of the hands, wrists and fingers; reading/viewing computer screens for long periods of time; and sitting for long periods of time. Specific vision abilities required by this position include close vision and color vision. The SC must be able to lift and/or move objects of approximately 50 pounds.

EQUAL EMPLOYMENT OPPORTUNITY

The Chariot Group is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or genetics, sexual orientation, gender identity, veteran status, parental status, marital status, or changes to marital status in employment or the provision of services. In addition to federal law requirements, The Chariot Group complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company operates.

TO APPLY

Please send your resumé with complete contact information to employment@chariotgroup.com.