



Job Description

Job Title: Service Coordinator

Job Type: Full-Time (Non-Exempt)

Location: Fort Wayne, IN

Supervisor/Manager: Service Manager

Job Overview: Dispatching field service techs. Creating and tracking service work orders. Creating, tracking and processing of warranty & fleet claims.

Responsibilities and Duties:

- Taking calls/emails from customers for service.
- Arranging with Parts Dept. and techs, to ensure correct parts/tools are available for anticipated repairs.
- Deciding the best-suited tech for each repair.
- Tracking repair if parts need to be ordered and rescheduling. completion of repair upon receipt of parts.
- Keeping customer notified of repair status.
- Use of telephone, copier, printer/scanner, Excel, E-Emphasis, Fleet Tracker, email.
- Warranty and Fleet claim processing.
- Creating, tracking and processing of Warranty and Fleet work orders.
- Monitoring Warranty and Fleet credits.
- Correcting and resubmitting claims if corrections needed.
- Collection and return of warranty parts if requested by HYG.
- HYG SLMS stem and website used.
- Other projects as assigned.

Qualifications:

- **Education:**
 - High school graduate
- **Experience:**
 - 3+ years experience in Customer Service/Logistics required
 - Experience working in production environment a plus
- **Required Skills:**
 - Computer knowledge, phone skills, communication skills
 - General knowledge of hydraulic, electrical, LPG and internal combustion systems.
 - Must be able to multitask and prioritize tasks to optimize efficiency.
 - Must be able to track/maintain multiple projects through completion.

Branch Locations:

Toledo, OH - Equipment, Crane & Machine
Ft. Wayne, IN - Equipment & Crane
Marion, OH - Equipment & Crane
Birmingham, AL - Crane & Machine

800-962-4802
www.bohlco.com
www.bohlequipment.com
f t @BohlCo

- Must have strong organizational skills. Must use proper phone etiquette.

Performance Goals:

This position plays a key role within the Service Department as one that initiates most service work and follows all work to completion. This position is the "go-to" contact for most service related work for other Bohl Employees and customers. As such, each of the other clerical positions within the Service Department takes their lead from the Service Coordinator when assisting with service work processing/invoicing.



Branch Locations:

Toledo, OH - Equipment, Crane & Machine
Ft. Wayne, IN - Equipment & Crane
Marion, OH - Equipment & Crane
Birmingham, AL - Crane & Machine

800-962-4802
www.bohlco.com
f t @BohlCo