



SERVICE COORDINATOR

SUMMARY

The Service Coordinator at Commercial Services, Inc. (CSI) plays a vital role in ensuring that service operations run smoothly and efficiently. Acting as the communication hub between customers, technicians, and internal departments, the Service Coordinator is responsible for scheduling service appointments, dispatching technicians, managing work orders, and maintaining service documentation. This position requires a proactive and highly organized individual who can manage multiple priorities in a fast-paced environment while delivering exceptional customer support. The Service Coordinator ensures our service standards are met with professionalism, accuracy, and a strong focus on customer satisfaction.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Schedule and coordinate service appointments with customers and field technicians
- Dispatch service technicians based on location, skill set, and availability
- Serve as the liaison between customers, technicians, and internal teams to ensure effective communication
- Track and manage work orders, ensuring all documentation is complete and accurate
- Monitor service job status and follow up to ensure timely completion
- Address customer inquiries and issues related to service work in a courteous and timely manner
- Maintain accurate service records and documentation in the company's system
- Collaborate with warranty, accounting, and operations teams to resolve service-related concerns
- Assist with reporting, billing support, and administrative duties as needed

QUALIFICATIONS

- High school diploma or equivalent (Associate's degree preferred)
- 2+ years of experience in a service coordination, dispatch, or administrative support role
- Excellent communication skills, both written and verbal
- Proficiency in MS Office (Word, Excel, Outlook); experience with scheduling or dispatch software is a plus
- Reliable internet connection and suitable remote work setup (if remote)