

Position: Service Coordinator

Location: Independence, KY

Position Type: Full Time

Reports to: Service Manager

Purpose: Manage all preventive maintenance service projects. Facilitate and manage customer specific safety documentation and requirements for onsite services.

Responsibilities:

- Create, document, record and manage all maintenance projects.
- Provide customers timely updates while facilitating projects.
- Review and record project documentation before invoicing.
- Collect data, prepare, and submit written internal & customer reports.
- Directly interface with the customer on all maintenance service request and scheduling.
- Participating member of our safety committee.
- Facilitate customers site specific safety requirements and forms.
- Review and submit all service-related reports in a timely manner.
- Record and submit all machine alteration documentation to FWSE.
- Support and communicate with FWUS Engineering, Sales, and all Aftermarket groups.
- Travel to subsidiaries periodically for training.
- Direct non-aftermarket request to appropriate department.

Qualifications:

- Intermediate computer skills.
- Advanced organization skills.
- Communication and customer service etiquette.
- This position will require the candidate to become an expert of aftermarket functions.

Eligibility:

- Must be legally authorized to work in the United States.
- Must be able to travel in North & South America and Europe as required (10%)