

Job Title: Service Coordinator

Reports to: Branch Manager

Job Description:

The Service Coordinator coordinates and manages awarded jobs from start to finish including taking initial lead calls, scheduling jobs, and providing excellent internal and external customer service. The Service Coordinator is responsible for overseeing the CRM platform, including accurate and timely data input. The Service Coordinator will work on job scheduling, communicate with clients, and provide effective communication between field crew and corporate management. The Service Coordinator position serves as a support role with production and provides professional customer service when clients and potential customers call Titan Roofing Services. Be willing to grow in your position.

Duties/Responsibilities include:

- Manage and route phone calls appropriately
- Excellent verbal and written communication
- Data Entry- entering new leads in the CRM, uploading/printing required documents and resources, and sending new lead notifications to designated team members.
- Filing and organizational tasks. Updating files and records, electronically and hard copy
- Schedule external projects with customers
- Address employees' and clients' queries (via email, phone, or in-person)
- Prepare spreadsheets and reports.
- Willingly assisting management with tasks as needed - may include copying, mailing, making binders, making phone calls, creating flyers, etc.
- Event planning
- Keeping an inventory of supplies as well as ordering when needed with approval from management.
- Verifying that the required documentation is correct and uploaded into CRM before scheduling.
- Clearly communicates with clients and internal staff members through phone calls, email, etc. to schedule and or update jobs through phone calls, email, etc.
- Collaborate all awarded jobs with sales rep, estimators, project manager, etc., to determine crew requirements before scheduling, to include dated PO/contract and start date.

- Work with production team to create, adjust, and maintain a three-week job schedule.
- Track and schedule smartCARE jobs.
- Prepare a job jacket for each awarded job, ensuring all information is added and correct.
- Must effectively communicate and update all clients on any changes or needs that may affect a project such as weather shutdowns, etc.
- Assist payroll with verifying, entering, and uploading timesheets, daily field reports into CRM by set deadline.
- Coordinate video and audio conference calls as needed
- Maintain weekly estimated vs. actual man-days data
- Manage all aspects of Roof Connect, NRP, etc. into CRM (scheduling updates, hrs., photo, progress, etc.)
- Maintain and update warranties, T & M's, smartCARE, etc. as directed.
- Apply for manufacturer warranties as required and follow warranty protocols.
- Update/upload documents and into CRM with any current information for each job.
- Attend and participate in meetings, as necessary.
- Create simple reports and charts.
- Provide clear and concise communication to clients, supervisors, and management.
- Assist in organizing the corporate office.
- Maintain strict confidentiality, discretion, and professionalism.
- Perform other duties as assigned.

Skill requirements:

- Proven work experience as a Coordinator, Administrator, or similar role
- Knowledgeable with scheduling and customer service
- Solid time-management abilities with the ability to prioritize tasks.
- Familiarity with construction CRM software
- Ability to plan ahead.
- Hands-on experience with MS 365 Office Suite (particularly MS Word and MS Excel)
- Familiarity with office equipment, like printers and fax machines
- Basic math skills
- Must be able to communicate and negotiate both verbally and in written form, bilingual preferred (English/Spanish)
- Excellent verbal and written communication skills
- High school diploma: additional qualification in Office Administration is a plus
- Roofing knowledge or similar industry experience a plus!