**Position:** Service Coordinator/Billing Specialist (Full-Time)

**Reports To:** Operations Manager and Service Manager

**FLSA Status:** Non-Exempt (hourly)

**Job Summary:**

Every golf car detail matters to us, including customer service and billing. The Service Coordinator/Billing Specialist is responsible for assisting customers with their service and repair needs and managing the scheduling and billing process in a timely and accurate manner while providing excellent customer service and following all policies and procedures of Harris Golf Cars, and state/local laws. The Service Coordinator/Billing Specialist may be required to work extra hours and some weekends and holidays based on business need.

**Responsibilities:**

Engage with and assist customers (internal and external) in a professional, friendly and timely manner;

Create work orders with complete and accurate information;

Determine work order requirements and priorities; communicate needs with parts and service managers;

Process daily work orders, warranty claims and customer billing in a timely and accurate manner;

Schedule pick up and delivery of golf cars, both sold and serviced.

Tag, inspect, bill and collect payment for services prior to returning golf cars to customers;

Build and maintain relationships with customers, respond to customer communications in a timely manner;

Conduct customer surveys as required and report result to the management team;

Inspect new golf cars and equipment as they arrive and report any issues;

Drive company provided truck and trailer as needed;

Maintain cleanliness and safety of all work space and equipment;

Report to manager, promptly, any issues with equipment, deliveries, violations, incidents or accidents;

Review, identify and implement process improvements to enhance the customer experience an improve efficiency;

Additional duties as assigned.

**Requirements:**

High school diploma or general education degree (GED) required;

Driver’s license with suitable driving history;

1-3 years of customer service/scheduling/billing preferred;

Excellent organizational, time management, multi-tasking and problem-solving skills required;

The ability to manage multiple priorities and adjust to fast paced work flow changes effectively;

Proficient in Microsoft Office;

Adherence to all policies and procedures of Harris Golf Cars and state/local laws.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit, crouch, stoop, kneel, climb, crawl, walk, stand, talk, hear, use hands and fingers for keyboarding, drive and lift and/or move up to 85lbs.

Other:

Pay Rate: $20-$24/hr

Hours: 7 am to 5 pm, Monday through Friday

Benefits: Comprehensive benefits offered

***Harris Golf Cars is an equal opportunity employer functioning under an affirmative action plan****.*