***Voted one of the Best Places to Work in Dubuque in 2023 and 2024!***

**Service Coordinator (Dubuque)**

**Job Summary:**

The Service Coordinator is responsible for assisting customers with their service and repair needs. This includes managing the scheduling and billing process in a timely manner.

**Responsibilities:**

* Engage with and assist customers (internal and external) in a professional, friendly and timely manner
* Utilize company CRM process to track customer interactions
* Identify opportunities for increased customer satisfaction
* 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:**

* Able to collaborate with all departments in a positive and professional manner
* Persistent desire to learn and excel as part of a team
* Proven problem solver and strong multitasker
* Able to assess and achieve multiple priorities effectively to insure premium customer experience
* 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

**Requirements Continued:**

* 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 Details:**

**Job type:** Full-time, nonexempt

**Reports to:** Branch Manager

**Pay Rate:** $20-$24/hr.

**Expected hours:** 7 am to 5 pm, Monday through Friday

**Benefits:** Health insurance with an HSA match, 401k, short/long term disability, $15,000 company paid life insurance policy, and paid time off

*Harris Golf Cars is an equal opportunity employer. All employment offers are contingent upon the completion of a satisfactory background check, drug test and motor vehicle record driving check.*