



Rieck Services is looking for a highly motivated, professional and organized individual for a full-time HVAC Service Coordinator. The position is represented by the following job description:

Job Description:

Position Title: HVAC Service Coordinator

Type: Full Time / Salaried

Salary Range: Commiserate with experience

Reporting Relationship: Reports to Service Manager

Primary Responsibility:

HVAC Service Coordinator provides operational support to HVAC service technicians operating in the field by providing procurement, dispatch, work order planning and review functions.

Essential Duties:

- Receive and process customer calls
- Create and coordinate service schedules
- Dispatch service technicians to customer locations
- Procure service related materials and create/update purchase orders in accounting system
- Review, amend, and update work orders for accuracy
- Perform all other reasonable related duties as assigned
- Prepare reports related to status of work backlog and technician availability
- Work with other service coordinators to insure customer satisfaction

Qualifications:

- 2 years of HVAC industry experience
- HVAC vocational training or equivalent
- Communicate effectively and professionally with service technicians and customers to determine material and scheduling requirements
- Present a professional image at all times
- Maintain a positive relationship with all departments of the company
- Must show initiative, optimism, adaptability, and analytical ability
- Basic computer skills required; Word, Excel, Outlook, Work Order and Purchasing software
- Required – Valid OH State Drivers License

Additional Proficiency Qualifications:

- Valid Driver's License
- Candidates must also complete a satisfactory behavioral profile assessment, drug screen and a satisfactory background check.

Rieck Services is an EEO Employer. Rieck Services is a Drug Free Work Place, therefore all employment is subject to prior drug screening and random screening thereafter.