

Service Coordinator

Job Description

Who we are:

Curtis Construction Co., Inc. is a well-established commercial roofing company servicing customers within Eastern North Carolina for over 60 years and is one of the largest and most respected commercial and industrial roofing contractors in the area. Our goal is to provide quality roof systems at fair and competitive prices with unparalleled safety, service, and customer satisfaction. We take pride in delivering the highest level of customer service and thrive on giving 100% satisfaction consistently. We offer competitive pay, vacation, medical/dental benefits, and 401K plans.

What we are looking for:

Curtis Construction Co., Inc. is looking for a committed and passionate team player to help with our busy Service Department. If you are self-motivated, diligent, and have the drive to help customers and find solutions to every problem, you may be the one we are looking for to fill this position. We want someone who goes above and beyond assigned tasks, will continue building up our level of customer service, and is motivated to bring new ideas to the team.

Expectations:

- Office Hours: Monday-Friday 7:30 am – 4:30 pm
- **Work performed at Main Office in Kinston**
- Minimum one year of proven customer service experience (Construction or Roofing experience preferred)
- Reports to work on time and notifies supervisor of time needed to be away from work
- Ability to meet deadlines
- Excellent time management and problem-solving skills
- Must be able to prioritize effectively while under pressure
- Must have exquisite attention to detail and organizational skills
- Must have a passion for assisting people with genuine interest and concern
- Must possess the ability to communicate positively and clearly with internal and external customers
- Must possess the ability to multi-task and be able to type efficiently
- Proficient in MS Office (Outlook, Excel, Word)
- Occasionally work extra hours to complete special projects
- Performs other duties as assigned

Administrative Functions:

- Primary in answering phones calls and scheduling service calls
- Schedule and coordinate repair jobs and warranty calls through CRM software
- Communicates with customers when changes/delays occur in the scheduling calendar
- Prepare and process Work Orders and Invoices through CRM software
- Prepare a weekly report for Service Department Meeting through Excel and Google Sheets
- Conducts the weekly Service Department Meeting and updates the Work Order Report accordingly.
- Enters prospects, leads, and customer's information accurately into CRM software
- Submit labor and materials for invoicing, inventory, and payroll
- Processes customer payments
- Follows up with customers regarding payments

Future development opportunities:

- Input proposal in CRM software and sends proposals to the customer
- Order job materials needed for repairs

Salary Range (dependent upon experience):

\$30,000 - \$42,000

If you would like to be considered for this position, please email your cover letter and resume to tara@curtiscc.com.