Gerhart

Title: Service Coordinator

Location: 603 Washington Avenue Bldg 2A, South Amboy, NJ 08879

Job Type: Full-Time (Entry Level)

Compensation Type: Salary

Start Date: ASAP

Primary Responsibilities:

- Represent the Company in a manner that reflects a forward thinking, proactive service and sales company.
- Work as a team with the Service Department Manager to ensure all service department employees follow Gerhart policies for safety, conduct, and quality.
- Maintain a safe working environment within the assigned company facility.
- Effectively schedule routine and non-routine work for field service technicians in a manner that gets all work done efficiently and maintains good service department morale. Use existing procedures to maintain an accurate and well documented job schedule for every technician in the department. Department Efficiencies are a point of measure for how well the service department manages its technicians and how well technicians perform in the field.
- Review upcoming workloads and job information. Prepare technicians in advance for the work at hand.
- Work with the Department Service Manager to dispatch emergency service calls outside normal working hours and on weekends.
- Ensure technicians are promptly submitting their paperwork. Perform a daily review of all technician generated documentation for:
  - Correctness
  - Parts Requirements
  - Additional Work Opportunities
  - Customer Questions or Remarks
- Promptly follow up any and all service leads, opportunities for additional work, and parts sales. Work to grow the Gerhart customer base.
- Maintain an organized record of the status of work in progress. Ensure the commercial terms set for the work are being met as the jobs take place.
- Place parts orders for repair work and upcoming projects. Plan and track shipments to meet the workload at hand
- Promptly prepare and submit completed work for invoicing.
Act as an effective conduit for communication between Customers, Service Technicians, Vendors, and Department Service Managers.

Maintain a sense of urgency within the department to meet and exceed Customers expectations. Keep Customers up to date regarding job status and timelines.

Provide procedural guidance and limited technical support to the Service Department.

Work with Sales Departments to provide technical guidance and installation support within the assigned region.

Maintain a limited fixed parts inventory as assigned by the Department Service Manager.

Monitor shop tools, resources, and equipment. Document the tools and equipment assigned to technicians and ensure those resources are maintained in good working order.

Work with the Department Service Manager to inspect and maintain the Gerhart fleet of vehicles. Schedule routine vehicle maintenance in a fashion that maximizes efficiency.

Ensure the Safety and Training records for each technician are up to date.

Ensure technicians are using properly documented and current Test Standards.

Work with the Department Service Manager to provide reports and measures that keep others informed on how the service organization is performing.

Qualifications:

- Bachelor’s degree
- Must be drug free
- Must have a good driving record
- Must be able to pass a background check

Application Instructions:

Email resume to: amwalczak@gerhart.com.

About the Organization:

Gerhart - an ISO 17025 Company - has evolved into a diverse company providing field service and Turnkey installations of Industrial Weighing Equipment, Process Instrumentation and Process Automation. Our work revolves around the testing, repair, and installation of industrial weighing equipment, instrumentation, and automation and control equipment. Most of our work is performed in the field at our customers facilities. The work environment changes daily and ranges from Quarries, Concrete, and Chemical Plants to Food and Pharmaceutical Facilities.