

Job Title: Aftermarket Support Repair Coordinator		
Location: Charlotte, NC		
Division/Department: Aftermarket Support		
Reports to: S3 Aftermarket Support Manager		
Type of position:	Hours: 40 / week	Notes:
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	This is a 40 hour per week job working Mondays – Fridays [8am – 5pm].
GENERAL DESCRIPTION		
<p>As a key member of the S3 Aftermarket Support team, the Aftermarket Support Repair Coordinator will play an integral role in ensuring that all of our customers have a great experience when doing business with S3. To accomplish this, the customer experience associate will be responsible for three main areas of the customer experience. These top level areas of responsibility include but are not limited to the following:</p> <p>Primary responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Communicates with customers and sales representatives to effectively convey failure analysis, repair options, price, and delivery information. • Maintains RGA requests, quotes, and order status logs to ensure timely inspection, quote, and repair responses for both internally and externally repaired components. • Works with other team members and vendors to ensure customer requests are acknowledged and properly documented. • Determines and conveys product warranty details to customers. • Works with team members to schedule work flow for internal and external repairs. • Coordinates Field Service requests & quotes with team members/vendors/sales representatives. • Maintains the sales order, customer purchase order, work order, and vendor purchase order for the activity. • Works with Accounting Department to resolve issues with customer invoices and vendor invoices. • Works with Warehouse Department to resolve shipping & receiving issues. • Maintain professional working relations with Associates and Customers. 		
QUALIFICATIONS		
Education		
<ul style="list-style-type: none"> • Minimum High school diploma or general education degree (GED); or two to three years' related experience and/or training; or equivalent combination of education and experience. 		
Experience		
<ul style="list-style-type: none"> • Minimum two to three years' experience in Customer Service [Preferred] 		
Skills/Competencies		
<ul style="list-style-type: none"> • Enthusiasm and caring attitude • Ability to work independently while being part of a larger, committed team • Excellent customer service skills • Excellent written and verbal communication skills • Manage multiple tasks and drive them to a successful completion • Strong organizational skills combined with a keen attention to detail 		

Software Requirements

- MS Office – (Outlook, Word, Excel, PowerPoint, etc.)
 - Intermediate to advance knowledge of MS Office products with strong emphasis on MS Excel

Language Ability

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- To perform this job successfully, an individual should have knowledge of and be proficient in Microsoft Office and Excel.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duty of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk as well as be able to speak and hear. An employee would need to be able to have the ability to have clear vision at 20 inches or less.