

# HARPER INTERNATIONAL

## POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

### **Part I - Reporting Structure**

**Date of last revision:** October 2012

**Job Title:** Service Coordinator

**Supervises:**

**Completed By:** HR

**Department:** Customer Support

**Reports To:** Operations Manager

**Status:** Non-Exempt

### **Part II – Position Objective**

Establish a partnership with each member of the Parts and Technical Service Team to maximize selling time, ensure accurate orders, ensure on-time deliveries, achieve high levels of customer satisfaction and ultimately be a strong contributor to the achievement of department and company goals.

Apply excellent attention to detail and organizational skills, expertise in sales relations, ability to anticipate needs and comprehensive product knowledge to act as a true extension of the Sales Team

### **Part III – Job Responsibilities**

#### Essential Duties

1. Enter new customers and vendors and/or update customer/vendor information in MRP system and/or CRM.
2. Review historical data in MRP, CRM or past job files in order to understand and fulfill specific customer requirements.
3. Submit request for quotations to vendors and review responses in order to meet cost/lead time requirements.
4. Once estimates are finalized, carefully prepare quotes, including pricing, lead time, shipping & payment terms and submit to customer in a timely fashion.
5. Upon receipt of customer orders, enter into system, and generate order acknowledgement.
6. Enter necessary information to place vendor orders and track deliverables to ensure timelines are met
7. Create and coordinate all job orders and all supporting documentation/drawings to manufacturing, if applicable.
8. Enter PO numbers into MRP system, referencing quotes, if applicable and forward to the appropriate vendor.
9. Work with Production Control to ensure customer orders are received and processed per requirements and process packing slips per company procedures.
10. Follow procedures for addressing export-licensing issues, including ECCN and Schedule “B” numbers.
11. Perform expediting tasks by following up with vendors and internal departments as needed.

12. Create & maintain customer order files (job/drawing books) and all applicable documents.
13. Provide support and assistance to team members/departments, as needed, in order to meet company/team goals.
14. Complete any projects assigned by the Department Manager including but not limited to weekly and monthly reports, data entry and any other sales and service support functions that may arise.

#### **IV – Knowledge, Skills, Education**

1. 2-year degree in business or office administration or equivalent experience.
2. 2-3 years or sales support or customer service experience.
3. 2 years MRP and CRM system experience, preferably in an engineering/manufacturing environment.
4. Strong work ethic and desire to succeed.
5. Ability to efficiently organize and manage multiple priorities.
6. Good grammar and communication skills.
7. Excellent customer service skills
8. Knowledge of processes for providing customer services, to include customer needs assessments, meeting quality standards for services, and evaluation of customer satisfaction.
9. Ability to work in a fast-paced environment and attention to detail required.
10. Experience with Microsoft Excel & Word required.
11. Ability to read drawings a plus

#### **V - 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 duties of this job, the employee is regularly required to walk. The employee is frequently required to sit, use hands, reach with hands and arms, talk and hear. The employee is occasionally required to stand, stoop, kneel, crouch or crawl.