

Service Coordinator

Why join us?

Greyter Water Systems offers industry-proven water reuse management solutions that create water efficient buildings and homes, addresses water scarcity, and reduces water costs. We produce the award-winning Greyter HOME water recycling system (Best Green Building Product Winner – NAHB-IBS). By capturing and treating grey water from showers and bathtubs, the Greyter HOME is the single greatest water savings appliance for the home.

Job Description

Greyter Water Systems, Inc. is seeking an Inside Service Representative (Scheduling Service Specialist) who will play a crucial role in ensuring the seamless operation of our service department. Your primary responsibility will be to manage and optimize our service scheduling process to ensure timely and efficient service visits for our customers. You will be the main point of contact for customers and will work closely with our field service technicians and data analysts to coordinate service appointments and resolve scheduling conflicts.

Responsibilities and Duties:

- Service Scheduling – Schedule service appointments for our customers, considering technician availability, location, and urgency of servicing.
- Customer Interaction – Serve as the primary point of contact for customers, providing exceptional service and addressing their scheduling inquiries and concerns promptly and professionally.
- Coordination – Collaborate with field service technicians, data analysts and others to ensure optimal scheduling and efficient use of resources.
- Data Management – Maintain accurate and up-to-date records of service appointments, customer information, and scheduling changes.
- Conflict Resolution – Proactively identify and resolve scheduling conflicts and issues to ensure on-time service delivery.
- Communication – Keep customers informed about appointments, technician arrival times, and any delays, ensuring a positive customer experience.
- Documentation – Prepare and maintain service reports relating to servicing and scheduling activities.

Requirements:

- At least 2 years experience in customer service, scheduling, or related field.
- Strong organizational and time management skills.
- Exceptional communication and interpersonal skills.
- Proficient in using scheduling software and Microsoft Office Suite.
- Ability to work in a fast-paced environment and adapt to changing priorities.

- Attention to detail and a commitment to accuracy.
- Problem-solving skills and the ability to handle customer inquiries and concerns professionally.
- Positive attitude and customer-centric approach.

Education:

- High School Diploma

Job Type: Full-time, Permanent Salary: \$ 55,000 to \$60,000

What we offer:

- Extended health and dental care for you and your eligible dependents
- Life insurance • Disability insurance
- 3 weeks vacation

Schedule: Monday to Friday