



# HOOSIER CRANE SERVICE COMPANY

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**Position/Title:** Parts Sales and Service Support Coordinator

**Department:** Service

**Reports To:** Branch Service Manager

**Exemption Status:** Non – Exempt overtime is not expected

**Scheduled Hours:** Full Time Monday – Friday 8:00a – 5:00p with 1 hour unpaid lunch

**OSHA Hazard Classification:** 3 Very Minimal Exposure to Hazard

**SOC Code:** 43-5000 Material Recording, Scheduling, Dispatching, and Distributing Workers

**Supervisory Responsibilities:** none

## Position Summary:

Responsible for the Service and Inspection Coordinating and Parts Sales with the overall life cycle of crane inspections and services.

**Responsibilities/Duties:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be considered to enable individuals with disabilities to perform the essential duties:

- Communicate with customers professionally and maintain a high level of satisfaction and dependability.
- Communicate with Supervisor, at least daily, to review needs/tasks for the day.
- Follow company task lists by calling to schedule upcoming inspections/services and complete follow-up calls as identified in the electronic record (ER) system and any other programs used.
- Create New Jobs for upcoming scheduled inspections and service jobs
  - a. Notate new inspection job on schedule
  - b. Generate Project
- Go over finished reports with technicians to ensure thorough documentation and is grammatically correct.
- Complete understanding of pricing and part sales model.
- Demonstrate technical selling skills and product knowledge in all areas listed above that allows PSR to give effective presentation of products, equipment, and services.
- Send crane reports to customers and ensure if additional follow-up is needed.
- Prepare CI Repair Quotation and send to a customer, sales team member, and office staff, as appropriate.
  - a. Follow-up by business day 5 if it is still pending response
- Complete quotations, purchase orders, order changes, adjustments, and cancellation directly from customers, dealers, and original equipment manufacturers. Update as items are received, checked in, etc.
- Work closely with order expeditors, inventory control, and manufacturing regarding deliveries of scheduled shipments.
- Contact equipment manufacturers in order to meet customer's delivery requirements. Relay this information to customer.
- Maintain files of active orders and posts activity such as change notices, scheduling changes, partial shipments, and credit changes.
- Check with accounting department concerning credit status of customers.
- Maintain a professional working relationship with the sales team.
- Participate in meetings and committees, as assigned.
- Follow HCS established safety policies/procedures, including additional ones established by the customers, and all local, state, and federal safety regulations including OSHA, MIOSHA, ASME, etc.
- Complete all required paper/computer work timely and accurately.
- Report to work as schedule and participate in the on-call rotation.
- Assist other departments, as needed.
- Other duties as assigned.

## Abilities and Skills:

- Have excellent verbal and written communication skills set and be detail oriented.
- Able to work in a team environment and have high self-motivation.

## Background/Experience:

- Experience working with Microsoft Office (Word, Excel, Publisher, PowerPoint), preferred

*Hoosier Crane Service Company is an EOE/AA Employer. Women, Veterans, and Individuals with Disabilities are Encouraged to*

- Experience working with NetSuite, Adobe Acrobat, preferred
- Experience with purchasing/quoting, preferred.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee in order to perform the essential functions of this job successfully. This is a safety sensitive position. While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

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Employee Signature

*Hoosier Crane Service Company is an EOE/AA Employer. Women, Veterans, and Individuals with Disabilities are Encouraged to apply. We conduct post offer drug screens, DOT physicals, background checks, and participate in E-Verify*

**“WE ARE YOUR SERVICE COMPANY”**