



Service Coordinator

Are you an experienced customer service professional? Are you comfortable speaking with customers via phone and looking to work for a solid organization with a family friendly approach and outstanding benefits? If so, we are Repete Corporation and we may have an opportunity for you!

Repete, located in Sussex, WI, designs and delivers automated control system solutions for plants and feed mills worldwide. Our systems range from dedicated, process-specific controls to full plant automation. We are proud to support some of the most successful companies around the world.

We are currently seeking a **Service Coordinator** to join our team! This role will work with our customers and in-house staff managing services requests.

Job Duties & Responsibilities:

- Manage all incoming service phone requests
- Manage all incoming e-mails service requests
- Record all service requests in NetSuite including a brief description of the issue
- Assign incoming service requests
- Provide estimates to customers for parts and shipping
- Fulfill and prepare shipping docs for domestic and international part orders as well as process returns/credits
- Review closed cases and prepare for billing
- Request PO's from customers when required
- Distribute how to guides to assist customers and new technicians
- Work with service staff and after hours answering service to plan Emergency Phone Support schedule
- Generate and send out reports/customer letters as required
- Create New Project Tasks in Project Management software
- Schedule customer appointments with available support staff
- Track support activity and drive escalation for down systems
- Maintain contact lists in NetSuite
- Work with other administrators to ensure phone coverage and backup purchasing for system parts orders

Requirements:

- High School diploma or equivalent
- 3-5 years prior customer service experience
- Working knowledge of Microsoft Office: Word, Excel, and Outlook
- High level of organization and time management skills
- Good verbal, listening, and written skills
- Able to work independently, multi-task, and prioritize
- Flexible, adaptable, detail oriented, and self-motivated

Full Benefits, family friendly atmosphere, and an opportunity for growth!