**Job Title:**  Operations Coordinator 1, 2, 3

**Department:** Service Operations

**Reports To:** Dealer Services Manager

**FLSA Status:** Hourly Non-Exempt

**Prepared By:** Angela Farmer

**Prepared Date:** 01/18

**Revision Date:** 01/18

**Approved By:**

**Approved Date:**

**SUMMARY:** Assist, insure and oversee the safe and efficient operation of the departments within

Service Operations

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

Installation Department- Purchase and insure that the Installation department has all of the necessary tools and equipment to perform tasks that may be assigned to them. Insure the proper transportation and use of Service Operations equipment. Oversee the management, issuing, tracking and maintenance for all equipment.

Warehouse Operations- Assist the Warehouse department in carrying out its functions in a safe and timely manner. Purchase all equipment and supplies necessary for the warehouse personnel to complete their assigned duties. Train, test and certify all warehouse personnel in the use and operation of all the forklifts used at Services Operations.

Vehicle Maintenance- Insure that all Pivot and rental vehicles are maintained in a safe and roadworthy manner. Insure that all D.M.V. paperwork, tags, registration and insurance are kept current and complete and in each vehicle. Insure that each vehicle is maintained and serviced in accordance with all state and motor carrier regulations. Inspect and check each vehicle for all damages, security and roadworthy status daily. Keep records on vehicles in use by Service Operations (including registration, Insurance Certificates, Preventive Maintenance records and Daily Vehicle Inspection sheets). Maintain all records necessary to comply with DMV and State Motor Carriers regulations. Insure the safe and professional use and condition of all trucks used by Service Operation drivers on a daily basis. Maintain and schedule all necessary repairs vehicles as necessary.

Facilities Maintenance - Insure that all buildings are maintained in a safe and operational manner. Maintain all warehouse and office lights, roll-up doors, fire extinguishers, exit signs and all safety equipment in each building used by Services Operations personnel. Personally perform or insure that maintenance is done on pallet jacks, banding equipment and all equipment used by warehouse personnel, including forklift maintenance.

Service Operations security- Insure that all of the roll-up and fire exit doors alarm sensors and door contacts are operational and in place. Insure that at the end of each work day that all doors are closed and secured properly.

Conduct required safety training meetings for all warehouse and service center personnel. Maintain required records of each safety meeting being conducted at Service Operations.

Perform training and certification of all fork-lift operators. Oversee the daily operation of all forklifts being operated at Service Operations to insure that all forklift safety guidelines are being followed in a safe and professional manner.

Perform other duties as required.

**SUPERVISORY RESPONSIBILITIES**

Supervises equipment area. From time to time the Sr. Operations Coordinator may be asked to assist in on-the-job skills training of apprentice or subordinate personnel, and may temporarily direct activities of work team members on a project-by-project basis.

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

**EDUCATION and/or EXPERIENCE**

**Operations Coordinator 1** - Requires a high school diploma or GED plus Bachelor’s Degree and up to 2 years of related experience;or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Has knowledge of commonly-used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Operations database experience is preferred, as well as previous working experience with Outlook, Microsoft Word, IQ Coordinator, and Excel.

**Operations Coordinator 2** - Requires a high school diploma or GED plus Bachelor’s Degree and up 2-5 years of related experience;or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Familiarity with standard concepts, practices, and procedures within field. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Outlook, Microsoft Word, IQ Coordinator, and Excel.

**Operations Coordinator 3** - Requires a high school diploma or GED plus Bachelor’s Degree and at least 5 years of related experience;or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Outlook, Microsoft Word, IQ Coordinator, and Excel.

**LANGUAGE SKILLS**

Ability to fluently speak and understand English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and analyze architectural drawings and blueprints. Ability to write routine reports and business correspondence in English. Ability to speak effectively, in English, before groups of customers or employees of organization. Must communicate in English via telephone to management, customers, vendors, and/or other employees.

**INTERPERSONAL SKILLS**

Must be organized, proactive, and a self-starter. Ability to be flexible when responding to daily issues. Constantly aware of the needs of the personnel in the field. Maintain good work relationships with dispatch, shop personnel, and installation crews. Ability to problem solve, with an open mind to change and process improvement ideas.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs. Ability to keep track of daily usage on computer and in binder.

**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 an extensive variety of instructions furnished in written, oral, diagram, or schedule form, and deal with several abstracts and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a current valid California driver’s license, current proof of insurance of a registered operable vehicle as required by law, and/or be insurable by Pivot Interiors’ vehicle insurance carrier in order to operate company vehicles

**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 use hands to finger, handle, or feel. The employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 75 pounds with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**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.*

While performing the duties of this job, the employee is sometimes exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate.

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