JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| **TITLE:** | ServiceNet Coordinator 1, 2, 3 | **DATE:** | 12/2015 |
| **REPORTS TO:** | Dealer Services Manager | **FLSA STATUS:** | Hourly Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | No |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUMMARY**

Provides support to Inter-Market dealerships, project managers and clients from order entry to final punch list. Responsible for the analysis, pre-planning and coordination of installation/service work. Clarifies and completes work order packets. Manages the ServiceNet milestones daily.

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

* Reviews project scope to determine installation budget, installation schedule, staffing requirements, and appropriate resources and equipment necessary to successfully complete the project.
* Develops detailed written labor estimates that include total man-hours, breakdown of hours by installation task, miscellaneous hours (warehouse, delivery, trash, etc.), hours by phase if required, costs other than labor, (including any special equipment or requirements), by performing the following tasks:
* Reviews customer installation/service requirements and drawing/specification information to gain understanding of complete scope of services requested.
* Analyzes installation issues that may impact cost and labor efficiency, such as drawings and specifications, product assembly and delivery issues, site/receiving/staging conditions, schedule/timeframe requested or allotted, third party interface and technical issues.
* Reviews actual labor time expended on projects completed to ensure up-to-date knowledge of time requirements for various installation conditions and products.
* Works with team to determine if a project manager is required.
* Upon request, may meet directly with team members to review project scope and requirements for estimation.
* Provides estimates within 24-48 hours of receipt of information.
* Manages the entire ServiceNet process, including but not limited to, quotes, file setup, order entry, order changes, scheduling, AIM, follow-up on orders, updating milestones, shipment delays, delivery/installation issues, invoicing and close-out of the project file.

**SUPERVISORY RESPONSIBILITIES**

None

**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/EXPERIENCE**

**ServiceNet Coordinator 1** – High school diploma or GED required. One or more years of related experience and/or training, preferably with Herman Miller systems furniture or equivalent combination of education and experience. Previous practical experience with computer database(s) software preferred. Has knowledge of commonly used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

**ServiceNet Coordinator 2:** - Requires a high school diploma or GED plus Bachelor’s degree and 2-5 years of related experience or equivalent combination of education and experience and/or training with contract furniture systems, preferably mostly with Herman Miller 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 and Excel.

**ServiceNet 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 furniture systems, preferably mostly with Herman Miller systems. Familiarity with standard concepts, practices, and procedures within field. 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 variety of creativity and latitude is expected. Operations database experience is preferred, as well as, previous working experience with Outlook, Microsoft Word and Excel.

**LANGUAGE SKILLS**

Ability to fluently speak and understand English. Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions, technical procedures, and/or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

**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. Basic understanding of algebra and geometry.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None

**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 talk or hear. The employee frequently is required to stand, walk, sit, use hands to fingers, handle or feel and to operate a computer keyboard, mouse, and telephone keypad. The may occasionally be required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must lift and/or move up to 10pounds and occasionally lift and/or move up to 25 pounds, with assistance or equipment. Specific vision abilities required by this job include close vision, depth perception, and the 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.*

The noise level in the work environment is usually moderate.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.