



Job Title: Service Coordinator

Division: Kentucky Trailer Services

Location: Louisville, Kentucky

Reports to: KTS-Louisville Service Manager

Description:

This position will assist Service Writers and their manager with many daily interactions and dealings with customers that have used or pre-owned equipment, rental opportunities, DOT inspections, typical service and repair, reconditioning, and drivers receiving new trailers and Truck Bodies. Works with internal resources to assure the work is done to the customer's expectations.

Responsibilities:

- Release Trailers and Truck Bodies and follow up communications to customers
- Move units to customer pick-up area
- Input daily customer data
- Responsible for easy predetermined service quoting and order writing
- Immediate action during customer pick-up if there are any issues.
- DOT responsibilities including Trailers and Truck Bodies while providing pictures and the proper forms to customers
- Rental pickup and returns
- Back-up for Service Writers on vacation
- Serve as technical resource for customers
- Acquire skills to effectively utilize repair order software and interface with corporate data management systems
- Answer phone
- TA Black-tie service coordinator / Dealer type preparation to chassis cab
- Maintain parking lot inventory
- Weekly Rotation of daily shop associate time entry

Fundamental Irreplaceable Behavior Values:

Interpersonal Skills: Easy to get along with; Treats all people with dignity and respect; displays **kindness**; shows interest in others; gives others appreciation and encouragement; common courtesy; Always approachable; never rude; Aware of and sensitive to what other people are feeling; Is at ease with people at all levels; Does not belittle the opinions or work of other people, regardless of their status or position; Deals effectively with a diverse workforce; Demonstrates a high degree of "emotional intelligence"; Truly values and genuinely likes people; Treats others with **respect** and as important person; Is **unselfish** and meets the legitimate needs of others; Serves others.

Ethics and Integrity: Admits mistakes in spite of the potential for negative consequences; Presents unpleasant or disagreeable facts in an appropriate manner; Keeps promises; meets goals and deadlines; Avoids situations and associations that could be considered inappropriate; **Honest** in all dealings; Upholds and models organization's values; Does what you say you will do; Is **forgiving** when wronged.

Business Demeanor / Temperament: Displays a positive attitude and optimism about the work to be done, the people he or she works with, customers, management, and company policies; Has a constructive sense of humor; Maintains a calm temperament and pleasant demeanor; Shows self-control; Doesn't spread gossip or rumors; Acts as a positive influence on others; Is courteous, **patient**, cooperative, and helpful; Is **humble**, never boastful or arrogant.

Accountability: Accepts personal responsibility for the quality and timeliness of his/her work; Acknowledges and corrects mistakes; Doesn't make excuses or blame others for errors or problems; Carries his/her fair share of the workload; Does what he/she **commits** to doing.

Excellent Performance Outcomes for 2016:

1. Assist the KTS-Louisville Service Manager
2. Support development of 2016 AOP revenue and goals
3. Assist in identifying new potential customer bases and expanding present.
4. Support relocation of KTS-L facility to new location while minimizing customer impact
5. Participate in EPO process Review processes
6. Acquire skills to effectively utilize repair order software and interface with corporate data management systems
7. Provide excellent service to all KT customers that exceeds our values and their expectations

Requirements:

- 5 years' experience in Trailer Repair Environment or Equivalent
- Proficient in MS Office and ERP (Syteline) softwares
- Ability to drive trucks and trailers