

## JOB DESCRIPTION:           INSIDE CUSTOMER SERVICE COORDINATOR

### ABOUT AIRMATIC COMPRESSOR SYSTEMS

Airmatic Compressor Systems is New Jersey's leading provider of industrial air compressor, vacuum pump and industrial gas system solutions. We provide the most efficient and reliable equipment, sudden and dependable service, and professional air compressor installations. Airmatic Compressor, New Jersey's most established compressed air company, has provided innovative products and energy saving solutions for our customers for over 45 years. We train our staff to listen to our clients' needs and find the right solution to their compressed air, vacuum, and industrial gas applications. Airmatic is a market leader headquartered in Carlstadt, NJ with a team of over 50 professional employees and more than 1000 customers throughout the State of New Jersey. The reason we exist is to be the trusted market leader in compressed air by delivering an excellent experience to our employees and customers.

### POSITION DESCRIPTION

As an Inside Customer Service Coordinator, you will work with our employees and clients to provide quality customer service and to ensure both our employees and clients get the services they need. This position is often the initial contact for our customers and requires a heavy customer service basis, so having good people skills is a must. We are looking for a dynamic team player that has passion for our work, company and customers. This position will be working closely with a small team, to help with day to day functions of the Airmatic Compressor Service Department. The ideal team member must have an outstanding attitude, sincere personality and passion for work.

### RESPONSIBILITIES

- Answer incoming service calls from clients, vendors and Airmatic personnel
- Create and maintain new service work orders within the customer management system
- Create new service quotes
  - Research parts and pricing from multiple vendor sources
  - Accurately assess service time requirements and needs
  - Generate quote and email to the appropriate client contact
  - Once quote has been approved by client, convert to work order
- Build relationship with vendor supply chain and order parts needed for orders
- Review, update, and maintain orders throughout the complete life cycle
- Assess the needs of the client and schedule their job accordingly
- Examine our technicians schedules to accurately coordinate the job
- Open to more responsibility efforts

### QUALIFICATIONS

- Minimum of a two year associates degree or equivalent industry experience
- Strong communication, listening and interpersonal skills both in person and over the phone
- Excellent level of written and spoken English
- Flexible, detailed oriented and organized
- Computer literate and familiarity with customer management systems
- Mechanically inclined
- Personable, relate well with others, and the ability to work within a team setting

- Can handle customer who have emergency situations and must have the ability to perform under pressure
- Multi-tasker who can work and thrive in a high energy and face paced environment
- Work from Airmatic offices in Carlstadt, NJ

#### BENEFITS

- Paid Vacation - Up to 4 Weeks with 5 sick days
- 401K plan with company match
- Medical/Dental and Vision coverage
- Long-term Disability coverage
- Life Insurance
- Paid Training