



Job Title: Service Coordinator - Building Automation Contractor

Location: Tigard, OR

Job Type: Full-Time

About Us:

We are a leading Building Automation Contractor specializing in the installation, maintenance, and servicing of advanced automation systems for commercial and industrial buildings. Our team prides itself on providing innovative, sustainable solutions that improve efficiency, comfort, and energy usage. We are currently seeking a highly organized, detail-oriented Service Coordinator to join our dynamic team.

Position Overview:

As a Service Coordinator, you will be responsible for coordinating the day-to-day activities of our service department, ensuring that all building automation service requests are handled efficiently and effectively. This includes managing customer inquiries, dispatching technicians, tracking service requests, and ensuring excellent communication between clients and field staff. You will play a critical role in ensuring smooth operations, managing service contracts, maintaining high customer satisfaction, and supporting our service team. This role is central to the service department of over twenty individuals, and you must be team oriented and results driven to succeed.

Key Responsibilities:

- Contribute to maintaining a high level of internal and external customer service and overall satisfaction.
- Serve as the main point of contact for customers, addressing service inquiries, issues, and requests.
- Serve as the integral point of contact for internal customers, providing customer information, notes and site history details.
- Schedule and dispatch service technicians to various job sites, ensuring optimal use of time and resources. Coordinate with project manager when necessary.
- Track and manage service requests and contracts from initiation to completion, ensuring timely resolution and customer satisfaction.
- Prepare and manage service quotes, work orders, and invoices. Review and initiate service quotes from the Service Sales Department.
- Maintain accurate service records and ensure proper documentation for all jobs.
- Communicate with clients to update them on job status and troubleshoot any potential issues.
- Coordinate with project managers, technicians, and clients to ensure alignment on project goals and deadlines.
- Ensure all service team members are properly equipped with the tools, training, and resources needed to complete tasks.
- Monitor service performance metrics and assist in improving operational efficiency.
- Work closely with parts manager to order and stock materials needed for service calls, ensuring the timely availability of materials.
- Assist with billing, ensuring accuracy and timely invoicing for completed work.

**Qualifications:**

- Experience working with accounting software (Sage, Spectrum/ViewPoint, QuickBooks, etc)
- Minimum of 2 years of experience in a service customer service / coordination role.
- Excellent communication skills, both written and verbal.
- Proficiency in Microsoft Office Suite
- Ability to troubleshoot and resolve issues efficiently while maintaining a customer-first approach.
- A professional attitude and a strong work ethic with a commitment to high standards of service and quality.

Preferred Qualifications:

- Experience in service dispatching, construction or manufacturing industries preferred.
- Knowledge of, or experience working with HVAC, plumbing, electrical systems etc is a considerable advantage.
- Advanced software skills and proficiencies in BlueBeam, MS Office, accounting software is a considerable advantage.

Benefits:

- Competitive salary commensurate with experience.
- Health insurance 100% paid for employee and family.
- Vision and dental provided for employee only. Family member coverage small monthly cost.
- Paid time off and holidays.
- Excellent SEP 401K retirement with 7% contributed annually after 1 year tenure.
- Profit sharing.

How to Apply:

Send Resume to: jobs@eccportland.com

Equal Opportunity Employer: Environmental Controls Corp is an Equal Opportunity Employer. We encourage diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.