



JOB DESCRIPTION

JOB TITLE:

Service Coordinator

COMPANY OVERVIEW:

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is a unique specialty distribution sales and service organization focusing exclusively on acute care hospitals and IDNs. Since inception, IMS has grown from 3 principals serving one state to over 50 employees serving 11 Midwest states.

Growth and success have resulted from identifying healthcare and technology trends and capitalizing on them by aligning with leading manufacturers/developers to deliver superior products/solutions with sales and support expertise. IMS is a company similar to hospitals that specialize in complex procedures, IMS has developed a highly-refined 'solutions based approach' to its business delivering the optimized product or service for each application, resulting in excellent customer outcomes. IMS has become a trusted partner to hundreds of hospitals, applying a customer centered approach to its sales, installation, and support procedures, providing individualized solutions to complex and unique hospital product and system needs, resulting in long-term customer satisfaction. For more details, visit: <http://www.innovative-medical.com>

JOB OBJECTIVE:

The Service Coordinator position will report directly to the Technical Support and Service Managers. The Service Coordinator position will be responsible for creating, monitoring, and processing Service Request Orders (SRO's) and Quotes. This includes the daily invoicing/posting of all finished SRO's and coordinating the follow up on weekly and monthly SRO's. The Service Coordinator position will assist the Service Manager on all new support agreements and renewals along with support agreement scheduling and invoice/posting. He/she will be responsible for the daily activities of the technical support department overall.

The service department will function as a profit center focusing on system installation, service contracts, customer service calls, and sales support. The primary focus is customer satisfaction, with the net result that they see the "service support" as worth some "premium" in the purchase of products and services distributed by IMS.

KNOWLEDGE/SKILL REQUIREMENTS & ESSENTIAL FUNCTIONS:

- Bachelor's degree or equivalent experience preferred
- Technical Support administration and experience preferred
- Be able to work as part of a team
- Willing to take the initiative
- Strong organizational skills
- Capable of multi-tasking
- Detail oriented
- Good customer communication skills, both verbal and written
- Ability to complete and maintain detailed documentation
- Ability to self-start and complete tasks with a high degree of accuracy and attention to detail

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SPECIFIC JOB REQUIREMENTS (listed by priority)

Customer Support Contracts

Assist the Service Manager with new Support Contracts and renewals. Create Service Contract quotes and forward to the customer. Follow up with the customer regarding warranty expiration dates on new contracts and contract renewals. Accurately document all customer interactions in the business Customer Relationship Management (CRM) software.

Enter all new Service Contract data in the company business system for new contracts and renewals. Invoice/Post/Print Service Contracts every two weeks in NAV for new contracts and renewals. Assist the Service Manager with opening scheduled SRO's at the beginning of each month for contract customers.

Service Request Orders and Quotes

Review finished SRO's to confirm all required data is correct for customer invoicing. Once the data is confirmed correct invoice/post print SROs daily and send chargeable invoices to customers. Continue to follow up on posted invoices until all required fields are completed and the invoicing/posting process is complete.

Monitor the status of monthly and weekly SRO's each day and either directly follow up or assign follow up to the available technical support staff. The goal being problems are resolved in a timely manner and customers feel confident that when they report system problems we continue to follow up until the problem is resolved.

Assist the Service Manager and Technical Support Manager in all SRO scheduling as required.

Quote replacement parts for multiple product groups per customer request or Sales leads. Keep up to date on recent parts and coordinate the shipping of parts (Items) as required to meet customer requirements.

Service Department Coordination

Assist in coordinating staff and customer training programs. Assist with travel arrangements for the technical staff. Attend monthly service management meetings and follow up on projects as assigned.

General Duties

Complete miscellaneous duties as required or requested.

WORKING CONDITIONS AND ENVIRONMENT:

The position of Service Coordinator will be based out of the IMS office in Grand Rapids.

Physical Demands:

The following physical activity is required (percentage of time spent performing each activity during a typical workday may vary):

- Ability to sit or stand for periods of time as required to perform office duties
- Ability to read a computer screen or projected screen
- Ability to communicate orally or in writing