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## Service Coordinator – Commercial/Residential Roofing – Alpharetta, GA

### Description

As a result of our continued growth, Roof Depot, Inc. is currently looking for a Repair Service Coordinator for our Atlanta and surrounding locations.

Roof Depot has been a leader in the commercial and residential roofing industry for 24 years. We are continuing to experience successful growth throughout the United States. The successful candidate for this opportunity will have an uncompromising dedication to customer service, quality control, and safety.

### Responsibilities

- Scheduling and coordination of service department client, technicians to include scheduling appointments, follow up communication, and invoicing.
- Providing stellar verbal and written communication, both internally and externally with clients, crews and vendors – on site, via telephone or e-mail.
- Answering calls on a multi-line system; directing calls to the appropriate contacts.
- Computer literate – must be able to type quickly and with accuracy.
- Maintain documentation on-site, both paper and through computer software system.
- Keep desk and office space neat and maintained, both for appearance and functionality.
- Review information and generate invoices to clients.
- Review and analyze special projects to keep management informed as needed.
- Prepare reports to management as needed.
- Assist with administrative tasks and projects, as required.
- Keep office space organized and well-maintained for appearance and functionality.
- Other general office duties, as required.

### Qualifications

#### Required Education and Experience:

- Associates Degree or higher.
- Bachelors Degree Preferred.
- Office Management 2+ Years
- Office Administration: 2+ Years
- Proficiency in Microsoft Office Suite, specifically Outlook, Word, and Excel.
- Computer literate and fast learner.
- Experience with a CRM system is not required, but is beneficial
- Bilingual is a plus

#### Other Requirements:

- Must have a positive attitude and be outgoing/energetic, while keeping a professional demeanor at all times.

### Hiring organization

Roof Depot

apply online

### Employment Type

Full-time

### Industry

Roofing

### Job Location

Alpharetta, GA, USA

- Must have strong grammar and spelling skills. A proficiency test may be given to confirm these skills.
- Must have an understanding of the importance of confidentiality as it relates to Human Resources and Trade Secrets.
- Must have the ability to multitask. This position generally requires the individual to wear multiple hats.
- Must be able to work well as a team, but also be self-driven to work independently with little or no supervision.
- Position is full time (Monday – Friday 8:00 AM to 5:00 PM), with occasional expectation to work extra hours for special projects.