

# Service Center Coordinator Job Description



**Area:** Service Center / Operations

**FLSA Status:** Non-Exempt

**Reports to:** Service Center Office Manager

**Supervisory Responsibility:** None

**Date of Job Description Revision:** October 2022

**Primary Role:** Responsible for day-to-day office operations as it pertains to shipping, receiving, and quality control.

## Responsibilities:

- Model the Pacesetter Way in daily job activities
- Support and maintain the policies, procedures and quality Process of Pacesetter Steel Service, Inc.
- Must report to work on time at the beginning of the shift and be able to work a flexible schedule, if needed
- Keep work area and other assigned areas clean and organized.
- Coordinate with expediting status of orders in progress.
- Prepare the daily shipping schedule.
- Arrange pickup for customer returns.
- Update Freight Request
- Check order tag requirements and sales orders for special instructions.
- Receive stock into the computer from mill purchase orders, stock transfers, customer returns, and spot buys.
- Enter the computer within 48 hours of receipt the scale weights, mic readings, and locations of product.
- Trace customer deliveries.
- Contact customers with CPU designation with release number and weights and advise availability for pickup.
- Check drivers in and out at the shipping window and ensure all appropriate paper work is signed and properly checked off
- Type correspondence, forms, miscellaneous purchase orders, memos, and make copies for distribution. Assist Service Center Manager and Office Manager with any clerical or administrative requirements.
- Service as primary back up to the Office Manager
- Ensure that all visitors' names are put on the board.
- Put supplies away in their proper location
- Be properly attired at all times
- Establish, organize, and maintain data storage and retrieval filing system for all categories of files relating to customers, suppliers, claims, purchase orders, correspondence, and any others as directed by the Service Center Office Manager.
- Help coordinate service center social functions.
- Serve as service center receptionist; screen calls. Place calls and make appointments as directed.
- Maintain confidentiality.

## Skills/Education Required:

- High school diploma or GED or equivalent working experience.
- Minimum one (1) year of prior administrative experience. Logistics background a plus.
- Comfortable with computer programs utilized by Pacesetter Steel Service, Inc.
- Excellent written and verbal communication skills.
- Excellent attention to detail.
- Excellent organization skills.
- Strong customer service orientation with a courteous, professional, and energetic attitude
- Ability to work in a team environment and with diverse populations.
- Ability to handle several urgent matters simultaneously.

## Service Center Coordinator Job Description



I understand and agree to perform the responsibilities listed above:

\_\_\_\_\_  
Associate Signature

\_\_\_\_\_  
Date