



Effective February 14, 2023

JOB DESCRIPTION

JOB TITLE: Service and Installation Coordinator
DEPARTMENT: Customer Operations
REPORTS TO: Directly to Kara Haas, Director of Customer Operations, dotted line to Jim Kubes, Director of Technical Operations
FLSA STATUS: Non-Exempt

JOB SUMMARY: The Service and Installation Coordinator is responsible for ensuring service and installation tasks and resources are properly scheduled, required forms and paperwork are completed, and necessary follow-ups are done in order to insure the timely completion of service and installation visits.

SUPERVISES: N/A

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Installation Coordination Responsibilities
 - Own and manage the system and server licensing and configuration schedule and process.
 - Insure system configurations are properly scheduled and completed in a timely manner prior to shipment and installation.
 - Coordinate LG server requirements with Fulfillment Coordinator to insure availability per upcoming properties on the installation schedule.
 - Manage the LG License registration process to include:
 - Own and manage the GRE P2 theme request and processing process with Marriott.
 - Coordinate and process unique Over-the-top (OTT) registration process (i.e. Showtime)
 - Own and manage the Site Survey process including:
 - Coordination of scheduling (dates, travel, lodging, etc.)
 - Insure all survey tasks are completed and upload all documents to the project.
 - Review Bills from survey tech and bill-back and applicable charges.
 - Track and follow-up on Escalation Tickets for the Project Managers.
 - Special projects as assigned.
- Service Coordination Responsibilities
 - Manage the contractor onboarding and tracking process
 - Manage the Technician Request process including generating and submitting quotes to properties, approval follow-up, as well as assigning and scheduling technicians.
 - Review, approve and submit contractor bills to the Director of Technical Operations.
 - Coordinating and assigning escalation tickets (includes both Installation and escalation cases) to the escalation team



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REQUIRED SKILLS/ABILITIES:

- PC literacy with strong competency in all Microsoft Office Suite programs
- Possess problem solving skills
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Ability to multi-task and project manage
- Ability to function well in a high-paced and at times stressful environment
- Ability to use independent judgment in resolving various issues
- Ability to collaborate with team members and other departments

EDUCATION AND EXPERIENCE:

Education: High School Diploma

Experience: 2 -3 years of Technical Service or Installation Administration Experience

Knowledge: Knowledge of NetSuite and Zendesk a plus

Certification: None required

PHYSICAL REQUIREMENTS:

Working Conditions: This is a hybrid in-office and remote position. Typically requires at least one day per week in the office.

Physical Activities: Occasional standing, stooping, and lifting up to 15 pounds

Physical Demands: Prolonged periods of sitting at a desk, working on a computer, and speaking on a telephone. Frequent repetitive motions.

NOTE: This job description is not an employment agreement or contract. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.