



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Shop Service Coordinator

DEPARTMENT: Service

REPORTS TO: Shop Manager

Job Code: 365

Full Time	<input checked="" type="checkbox"/>	Supervisory	<input type="checkbox"/>	Exempt	<input checked="" type="checkbox"/>
Part Time	<input type="checkbox"/>	Non-Supervisory	<input checked="" type="checkbox"/>	Non-exempt	<input type="checkbox"/>

POSITION SUMMARY

Coordinates shop activities for the Fabrication Shop.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Imports notes from STW and add SIMS
- Opens workorders
- Makes purchases through Procureit
- Locates parts for special fabrication.
- Estimates and quotes internal and external fabrication
- Inputs steel sheets
- Invoices workorders

Organizational: NA

Interpersonal:

- Serves as the second line customer contact
- Follows up with customers on customer concerns

Sales: NA

Technical: NA

Supervisory: NA

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High School Diploma or GED

Minimum Experience Required: Five years experience in the heavy equipment industry, with welding and fabrication experience

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience - Intermediate
Customer Service Experience - Intermediate
Technical or Mechanical - Intermediate
(Machine Service/Maint)

Certificates, Licenses and Registrations Required: None

Required Skills and Competencies

Organizational Skills	Telephone Skills
Communication Skills	Safety Knowledge
Math Skills	Reading / Writing Skills
Product Knowledge	Reasoning Skills

Preferred Skills and Competencies

Computer Skills

DBS - Intermediate
ET / SIS /
SIS Web / STW - Intermediate

ADDITIONAL INFORMATION

Working Conditions

Noise Environment	Quiet Indoors <input type="checkbox"/>	Moderate Outdoors <input type="checkbox"/>	Loud Both <input checked="" type="checkbox"/>
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Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing	<input checked="" type="checkbox"/>	Sitting	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	Use of Hands	<input checked="" type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>

Weight / Lifting None 1-25 lbs 26-50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Revision Date: 6/09