

Customer Service Coordinator

At Cornell, our business strategy is to be the most proactive Door Expert in the industry. We hold every employee to the standard of being proactive and solution oriented and we expect this behavior to drive all decisions and actions. Our customers rely on Cornell's Coordinators to provide detailed, reliable, and valuable updates based on both the expert opinion in the field and an internal review process. A Coordinator's primary and secondary focus will be determined by your Supervisor.

Our employees enjoy a business casual work environment that features: competitive salaries, comprehensive benefits including: medical, disability insurance, paid holidays, vacation time, and a friendly work environment.

Position: Customer Service Coordinator / Service Project Coordinator

Mission: To effectively and efficiently manage service calls for existing and new service accounts, providing our customers satisfaction through exemplary service at the best possible price, enabling the company to achieve our financial goals.

Duties and Responsibilities:

- Know and perform within the company's product and service offerings, pricing structure, installation, warranty and repair procedures.
- Negotiate and work with customers and vendors to recommend solutions that are timely and cost effective.
- Treat each customer and vendor in a professional manner. Strive to solve problems and ensure communications are complete and timely.
- Perform required follow up actions on work orders in the required time period.
- Actively seek ways to improve our company procedures and operations and communicate these to management.
- Demonstrate a logical thought process involving all relevant parties with consideration given to qualitative and quantitative measures.
- Actively supports colleagues and team towards effective change, encouraging continuous improvement.
- Actively a team participant, resolving conflicts, building appropriate alliances and networks and contributes fully as a member.
- Optimizes team skills and uses appropriate project management methods to produce workable plans, define priorities, and set realistic deadlines

Experience:

- Customer Service – 1 year
- Familiar with Word, Excel, and Windows software

Additional skills and requirements:

- A High School degree or equivalency is required
- A basic mechanical understanding is desired
- Ability to manage multiple priorities
- Creative and resourceful

- Team oriented and able to work with other departments
- Self-Motivated and Punctual