

Delivering Peace of Mind<sup>SM</sup>

www.**Dircks**.com  
4340 West Mohave Street  
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## JOB TITLE: COMMERCIAL SERVICES COORDINATOR

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Exempt: (Y/N): Non-Exempt  
Salary Level:  
Shift: FT  
Location: Phoenix, AZ  
Employee Name:  
Prepared by: Stacia Pitcher  
Approved by:

Job Code:  
DOT Code:  
Division:  
Department: Customer Service  
Supervisor: VP Of Operations  
Date: 5/26/2017  
Date:

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### SUMMARY

Provides exceptional customer service to our office and industrial customers by maintaining contact throughout their relocation to ensure a smooth transition. Processes booked relocations and maintains contact with customers, agents, dispatch and salespeople.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Communicates with customers on mandated days to make contact, advise of changes, delays, etc. in order to ensure customer satisfaction.
- Prepares and forwards documents for shipment processing on each order.
- Prepares reports for management review.
- Prepares and maintains customer's inventory reports in our system and sometimes the customer's system as well.
- Tracks the status of each customer's shipment when applicable.
- Communicates with salesperson, project manager, and dispatch, regarding problems and concerns with shipments.
- Effectively uses both local and corporate computer systems in the processing of each relocation, including running of reports and analysis of data.
- Attending and participating in regular meetings.
- Backs up other Customer Service coordinators as needed.
- Prepares paperwork for dispatch and crews.
- Provides quoting services on Special Products, 3<sup>rd</sup> part services.
- Arranges 3<sup>rd</sup> party vendors upon request.
- Works closely with warehouse staff on multiple storage and install projects.

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## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **COMPETENCY**

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Team Work - Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

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### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge of Microsoft Office word processing software, as well as Cisco phone systems. MoversSuite knowledge is preferred, but not required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand and use hands to finger, handle, or feel. The employee is occasionally required to walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**I have read and understand the above job description and understand that additional duties and responsibilities may be assigned.**

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Employee Name

Date

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Approval

Date

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