

Delivering Peace of Mind

www.Dircks.com
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JOB TITLE: RESIDENTIAL COORDINATOR

Exempt: (Y/N): Non-Exempt
Shift: FT
Department: Customer Service
Prepared by: Stacia Pitcher
Approved by: Jose Garcia

Salary Level: \$14 - \$19/hour
Location: Phoenix, AZ
Supervisor: Jose Garcia
Date: 04/15/2019
Date: 04/15/2019

SUMMARY

Provides exceptional customer service to our Residential transferee's by maintaining contact throughout their relocation to ensure their utmost satisfaction as measured by quality surveys. Processes booked shipments and maintains contact with customers, agents, dispatch and salespeople. Salary range depends on experience, cross training, merit, and other skills.

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.
- Completes daily action reports in order to properly service each shipment.
- Tracks the status of each customer's shipment.
- Communicates with Salespersons and Dispatchers regarding problems and concerns with shipments.
- Achieves and maintains an agreeable customer satisfaction rating through quality surveys.
- Effectively uses both local and corporate computer systems in the processing of each shipment, including downloads, running of reports, and analysis of data.
- Sets appointments as needed for Salespersons and gives basic phone quotes for all types of moves.
- Attending and participating in regular meetings.
- Backs up other Customer Service Coordinators as needed.
- Other duties as mandated by the CS Manager.

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SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities unless employees are being groomed to take on a future supervisory role. The CS Manager delegates supervisory responsibilities to subordinates as he/she sees fit.

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.

EDUCATION and/or EXPERIENCE

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.

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.

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.

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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.

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