



JOB DESCRIPTION

Position Title: Onsite Service Coordinator

Department: Onsite Services

EEO Classification: First/Mid-Level Officials and Managers

Reports To: Director of Onsite Services

FLSA Status: Non-Exempt

Position Summary

The Onsite Service Coordinator is responsible for overseeing onsite operations for the Company as they relate to the services provided to the customer. This position will oversee a team to ensure that all services provided to the customer are performed in a manner that exceeds the customers' expectations. They will also create and implement processes to improve operations while focusing on delivering exceptional services in an efficient manner.

Essential Job Functions

The essential functions include, but are not limited to the following:

- Directs and delegates daily assignments to ensure all operations are carried out in an efficient manner.
- Proactively communicate with client to ensure the successful facilitation of services.
- Handles disciplinary action of employees in accordance with company policy, while keeping their supervisor and Human Resources informed.
- Write and enforce standard operating procedures (SOPs) as they relate to the services provided to the customer.
- Keeps supervisor informed, especially in the areas of operational, administrative, or asset protection related issues.
- Actively monitors and makes necessary adjustments in staffing to surpass client expectations.
- Partners with client to resolve conflicts as they arise.
- Performs other related duties as assigned.

Qualifications (Knowledge, Skills, Abilities)

- Excellent managerial and supervisory skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills.
- Excellent verbal and written communication skills.
- Ability to craft and manage key performance indicators (KPIs).
- Ability to improve business processes using Lean or Six Sigma methodologies.
- Ability to write and enforce standard operating procedures (SOPs)

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is frequently required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 50



pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.