



JOB DESCRIPTION

JOB TITLE: Shop Coordinator **EFFECTIVE DATE:** 5/13/16
REPORTS TO: Director of Service **REVISION #** 0
FLSA STATUS: Non-Exempt **PAGE #** 1 of 4

JOB SUMMARY: The Shop Coordinator is accountable for all operational aspects of their assigned shop location, along coordination of activities with other shop locations and providing required support for internal and external stakeholders.

Key accountabilities in order of priority and with ideal time allocations are:

1. Accountable for shop operations and customer service to ensure revenue and profitability goals are achieved. 50%
2. Provide support as needed to Project Managers to facilitate timely project completion. 20%
3. Ensure tenant properties are maintained in accordance to contract requirements and at expected standards. 10%

Note: Twenty percent of time is reserved for ancillary responsibilities, interruptions and unplanned activities.

ESSENTIAL JOB FUNCTIONS: The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

Interpersonal Responsibilities

1. Will interact and provide service to customers in person or answer shop phone to capture work order information.
2. Will be accountable to appropriately identify customer needs sell products or services that will best meet those needs.

Operational Responsibilities

1. Coordinate with Sidney Service Sales to ensure all shop locations are appropriately staffed to ensure coverage and store opening and closings around established operating hours, along with ensuring staffing needed to complete shop work orders on time.
2. Responsible for the organization and cleanliness of the shop, along with any company vehicles under shop's direction or control.
3. Will perform shop service work duties such as wind shield installations and table work for external customers or other Hemm's project work as required or service work such as UPS glass.
4. Provide project support as needed to Project Managers, which may include such activities as: cutting laminated glass, mirrors, screens, window tinting, etc...
5. Receive and properly record the receipt of any shop deliveries of products, materials or documentation.
6. Ensure Office Manager is notified of any stock transfers and material purchase orders with proper cost allocation assigned to the correct shop.

