

Role Description

Job Title: Service Coordinator	Department: Sales Operations
Reports to: Assistant Manager, Activation and Service Departments	Date: September 2011

ROLE DEFINITION

The Service Coordinator is responsible for managing service functions for the Corporate Sales division. These responsibilities include managing service requests from our business customers and managing the service loaner fleet.

KEY RESPONSIBILITIES

- Reception and sorting of merchandise received
- Perform basic trouble shooting with customer phone
- Shipping of defective phones for repairs
- Prepare courtesy phones and/or accessories as needed from the service loaner fleet
- Advise customers if any charges apply for repair and process invoice, complete RTIS reports to include general repairs summary and maintaining our repair standards company wide
- Send repaired phone to customers
- Move product to / from warranty stock (DOA), apply credits, inquire on missing credits, and reconcile errors
- Use available service tracking modules to maintain control and status of customers phones sent for repair
- Provide general customer service support for service related issues

QUALIFICATIONS & EXPERIENCE

- 1-2 years experience in order administration, inventory control, and/or shipping & receiving in a retail environment is required
- Strong customer service orientation
- Experience working in a telecommunications/wireless company is preferred
- Strong organizational and multi-tasking skills
- Excellent oral and written communication skills
- Proficiency with MS Office applications
- Self-starter who can work autonomously yet is a team player
- Fluently Bilingual (French & English)