



Albireo Energy

Albireo Energy is a national building automation, energy services, and electrical power monitoring system provider. Their solutions and services help building owners and managers improve efficiency and reduce operational costs while improving comfort for tenants. With almost 250 professionals and access to industry-leading technologies from Schneider Electric, Johnson Controls, Delta Controls, and Distech, Albireo Energy provides superior services and solutions to data centers, healthcare, biosciences, government and commercial real estate. www.albireoenergy.com

Service Coordinator

Title: Service Coordinator

Location: San Diego, CA

Reports to: Service Manager

Basic Purpose of Position: The Service Coordinator effectively coordinates and schedules Service field technicians. They ensure customer expectations and commitments are met through effective communications with our customers, providing support and information, prioritizing service calls and direct coordination with field employees

Responsibilities:

- Serves as the main point of contact for all service customers to ensure customer expectations are met.
- Proactively follows up with customers after completion of service visits.
- Handles decisions regarding the scheduling and movement of manpower and materials.
- Schedules and dispatches field labor force to meet customer needs and expectations based on the nature of the call (Emergency, Preventive Maintenance, available resources and customer needs).
- Supports material procurement for customer part sales (pricing part sales, processing orders and invoicing) as well as internal requests in support of Service projects.
- Effectively utilizes Service Software in the delivery and management of service activities: opening service calls, supporting and scheduling planned preventive maintenance visits, updating customer information, creating purchase orders.
- Schedule Quarterly Fire Inspections.
- Supports Small Jobs Crew.
- Provides administrative support.
- Delivers outstanding customer service.
- Performs other duties as assigned



Requirements:

- Vocational School or an Associates degree.
- Degree may be offset by two years experience.
- Ability to coordinate the work of others on multiple job sites.
- Ability to work independently and be self driven.
- Effective interpersonal skills to represent the company to customers and other outside contacts in an ethical and professional manner.
- Possess the ability to explain technical information to relevant parties.
- Must have experience in writing as well as demonstrated understanding of computer programs.

Interested candidates can send resumes to careers@albireoenergy.com with Service Coordinator – SD in Subject line. Or Fax to 858.513.1907 with Service Coordinator – SD on Cover Page.