



Service Coordinator

Company Description:

Quantum Analytics is an established Value Added Distributor addressing the analytical instrumentation industry. We market and distribute products with a portfolio of premier manufacturing partners and provide cross-platform integration, installation, training, and support for our customers. In addition, we provide flexible financing options that include lease, rent, or buy. We are hiring a **Service Coordinator** for our domestic operations.

Position Description:

The Service Coordinator is responsible for assisting the Technical Services Director with daily service activities, operations delivery, and customer relationship management in a professional manner. This position is important in realizing company goals and customer loyalty.

Job Responsibilities:

- Respond and assign customer issues to appropriate personnel. Create and schedule service cases.
- Organize and communicate service activities with customers, vendors, and company service department.
- Prepare customer quotations and process service orders.
- Maintain appropriate service inventory stocking levels.
- Notify customers of expiring warranties and support agreements.
- Market, organize, and maintain company and vendor support agreements.
- Monitor and review service cases for proper closure. Ensure field reports, related service material and parts are reconciled correctly.
- Work with sales and operations departments to coordinate sales of service products.
- Provide timely service activity reports to management.
- Responsible for developing and maintaining a high level of customer satisfaction.

Basic Qualifications:

- Bachelor's degree in sciences or equivalent work experience.
- 3 or more years experience in a service coordination or similar role.
- Exceptional verbal and written communication, organization and problem solving skills.
- Experience and ability to use MS Office Software.
- Experience with CRM software, Salesforce preferred.
- Ability to work in a fast-paced, dynamic environment.
- Highly motivated self-starter comfortable working independently.

Quantum Analytics offers a competitive benefits package include: vacation, medical, dental, vision, life insurance and a 401(k).

To apply: Please submit cover letter and resume to Human Resources at careers@lqa.com