



Service Care Specialist

Job Code
SVC-020

Job Department
Service

Job Location
Varied

Reports To
Department Manager

FLSA Status
Non Exempt

Position Summary

The Service Care Specialist serves as a front-line position for our Service customers, providing them with a single point of contact throughout the repair process. This role requires strong verbal and written communication skills, and the ability to respond to inquiries in a timely manner. This role also oversees the Preventative Maintenance service program, initiates contact with our customer base, and engages with the sales team upon identifying targeted growth opportunities.

Essential Functions

Handle inbound/outbound service phone calls.

Enter, process, and monitor progress of service tickets.

Provide consistent and continual status updates to customers related to their equipment repair(s).

Communicate with Service Technicians and Management to confirm status of repair.

Communicate with Account Managers regarding customer repairs.

Read and respond to emails including direct communication with customers and internal personnel.

Maintain annual regulatory and company compliance training.

Participate in work projects related to task improvement.

Maintain advanced understanding of key performance indicators.

Schedules and assigns daily service routes, manages open service orders and matches incoming parts

with pending repairs to ensure completion.

Manages, reviews and assesses part inventories

Standardizes receipt, storage and associated processes.

Serves as a subject matter expert for equipment parts.

Handles inbound/outbound calls/emails related to service.

Supervisory Responsibility

No

Education

Preferred/Required	Education Level	Description
Required	2 Year / Associate Degree	

Experience

Minimum Years of Experience	Description
2	experience and/or training in related field.

Licenses & Certifications

Preferred/Required	Certification Type	Description
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Qualifications

Qualifications

Excellent Communication Skills

Advanced Analytical Skills

Advanced Understanding of 5S Principles

Advanced Troubleshooting Skills

Computer Literacy: Microsoft Suite as well as some specialized software including PowerBI, Planner, and SharePoint

Competencies

Company Competencies

Hillyard has defined a set of competencies that are important for the employee to exhibit to perform the role successfully. The competencies for this position have been defined to include:

Customer 1st Attitude
Concern for Safety
Integrity & Ethics
Pursuit of Excellence/Lifelong Learning
Teamwork

Role Competencies

Hillyard has defined a set of competencies that are important for the employee to exhibit to perform the role successfully. The competencies for this position have been defined to include:

Accountability
Attention to Detail
Decision Making & Judgment
Dependability
Product and Technical Knowledge
Service Operations Process

Equipment Used

Equipment

If Other, Please Specify

Computer

Copier

Fax

Phone

Printer

Working Environment

Work is performed in an office setting with a controlled environment.

Travel

Travel Type	Frequency
Same Day	Minimal- Up To 5%
Local	Minimal- Up To 5%
Overnight	Minimal- Up To 5%
District	Minimal- Up To 5%
Regional	Minimal- Up To 5%
Nationwide	Minimal- Up To 5%
Worldwide	N/A

Physical Demands

The physical job demands include maximum occasional lift of 45 lbs. from floor to 33 inches; maximum occasional carry of 45 lbs. for 200 ft; maximum occasional horizontal push/pull force of 5 lbs.; frequent forward reach of 30 inches; occasional lateral reach of 12 inches; occasional reach overhead of 75 inches; occasional bend; constant neck flexion; constant fine motor coordination; constant sitting; occasional standing; and occasional walking. PDC Level: MEDIUM

Eligibility

Must be legally authorized to work in the United States without restriction.

Must be willing to submit to a background investigation, including criminal history and motor vehicle check.

Must be willing and able to pass a post-offer drug screen and physical.

EEO Statement

Hillyard is an equal opportunity/affirmative action employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

Disclaimer

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, travel and activities may change, or new ones may be assigned at any time with or without notice.