



POSITION TYPE: Full-Time Permanent

Installation Service Coordinator

The Installation Service Coordinator is an active self-starter who is interested in finding the most efficient and effective way to accomplish the task at hand. He or she reports to the Installation Services Manager and has no direct reports.

RESPONSIBILITIES

- Installation Services
 - Creates and executes project work plans for installation process
 - Assigns individual responsibilities to appropriate refrigeration contractors
 - Manages day-to-day operational aspects of assigned projects
 - Reviews delivery time tables and actively communicates all scheduling changes
 - Enforces project standards
 - Minimizes team exposure to risk by consistently staying up-to-date on projects and relaying information to customers
 - Ensures project documents are complete, current, and stored appropriately
- Client Management
 - Effective at client interaction to ensure satisfaction throughout project
 - Sets and manages client expectations on install time frames
 - Develops lasting relationships with dealer personnel
 - Communicates effectively with clients to identify needs and evaluate alternative solutions when needed to keep all parties happy
 - Continually seeks opportunities to increase customer satisfaction and expand dealer relationships
 - Understands dealer business, organization, and objectives of why we are utilized
- Project Revenue/Cost Management
 - Understands basic revenue models for ZCS install cost to completion projections and makes decisions accordingly to help ensure these goals are met
 - Adheres to our pricing model and billing procedures
 - Assures project legal documents are completed and signed
 - Follows up with clients, when necessary, regarding unpaid invoices
 - Identifies add-on sales opportunities as they relate to a specific project



- Communication
 - Keeps entire project team (Kolpak, ZFG, Dealer) well informed of changes
 - Effectively communicates relevant project information to superiors
 - Delivers important information to all parties in an effective manner
 - Resolves situations before they escalate; Issues addressed in a timely fashion
 - Understands how to communicate difficult/sensitive information

SPECIFICATIONS

REQUIRED

- Technical understanding of refrigeration processes
- Accuracy is a must with high attention to detail
- Determined team player who works toward accomplishing department goals
- Organized with the ability to work under pressure and meet deadlines
- Exhibits Zink's Core Values: (**Excellence, Results Driven, Customer-First, Forward Focused, We Care**)

PREFERRED

- College education or trade school
- Experience with Quickbooks a plus
- Experience in a construction or contractor service business
- Technology savvy
- Desire to grow both personally and professionally with the business

WHAT SETS ZINK APART FROM OTHER COMPANIES

Leadership says:

- Dynamic, growing company celebrating it's 40 year anniversary
- Leading manufacturers representative firm
- Family friendly, work hard, play hard atmosphere
- Involved in community
- Many opportunities for growth

The team says:

- Core values evident everyday
- The people and the culture are genuine
- Family oriented
- Represent premium brands in the foodservice industry
- This company is epic!

APPLY: Send resumes, salary requirements, and cover letter (optional) to Andrea Lee, alee@zinkfsg.com