



JOB DESCRIPTION

JOB TITLE: Product Support Coordinator
DEPARTMENT: Product Support

FLSA STATUS: Non-Exempt

PAGE: 1

OVERALL PURPOSE:

The Product Support Coordinator will coordinate work and support a small team that provides support for Pine's asphalt testing equipment across thousands of installations worldwide. The team is responsible for providing calibration and repair support of Pine's proprietary equipment to users (i.e. customers) and independent service providers who have direct contact with users of Pine's equipment. The candidate will be responsible for enhancing technician support, customer support which will include customer-site service activities, phone and video support. They will maintain a highly organized system of information to support the entire team.

SUPERVISION RECEIVED

- Supervision is received from the Product Support Technician Manager.

SUPERVISION ADMINISTERED

- This position **does not** require the supervision of staff.

QUALIFICATIONS:

- Business or Technical Associates Degree, or equivalent experience **is preferred**
- 5 years' working in a related field, providing excellent customer service
- Proficient with computer technology including MS Suite, Outlook, Internet, Social Media Platforms
- Strong communication skills, written and verbal, including proper telephone and video etiquette
- Extremely detail-oriented and organized
- Track record of problem-solving and working with teams

PREFERRED QUALIFICATIONS

- Highly organized
- Experience with audits and invoicing paperwork and structures
- Ability to create solutions to complex problems

ESSENTIAL FUNCTIONS

- Schedule field service work with customers
- Prepare, audit, and invoice service paperwork
- Maintain ISO 17025 accredited calibration equipment
- Maintain product support technician inventory
- Support and coordinate with product support technicians, sales, and technical support

PHYSICAL DEMANDS typically required to perform the essential functions of this job.

Normal office and manufacturing environment: 90% sitting, 10% standing and walking.

- Use of normal office, computer and associated equipment.
- Valid USA Driver's license and acceptable driving record.
- US travel (as determined): driving, air and other forms of transportation as necessary.



JOB DESCRIPTION

JOB TITLE: Product Support Coordinator

DEPARTMENT: Product Support

FLSA STATUS: Non-Exempt

PAGE: 2

Note: Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The list of requirements, duties, and responsibilities is not exhaustive but is representative of the current job. The knowledge, skills and/or abilities listed are typically required to perform this job successfully. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to satisfactorily perform the essential functions. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technical development).

I have read the above position description and understand the requirements set forth therein. I acknowledge that I can perform the essential functions of this position with or without reasonable accommodation.

Signature of Employee

Date

Signature of Supervisor/HR Manager

Date