

Gilmore Solutions, Inc. SERVICE COORDINATOR

GENERAL SUMMARY:

The Service Coordinator is responsible for attaining maximum utilization of internal and field technical resources through daily dispatch of service requests. Exemplifying our core values will be paramount for successful accomplishment of the duties and achievement of the desired results. The Service Coordinator reports to the Director of Operations.

| Primary Accountabilities | Successful Outcomes | Expectations | Potential KPIs |
|-----------------------------------|---|--|--|
| Operational Efficiency | <ul style="list-style-type: none"> Well-prepared and actively engaged in departmental and team meetings Client expectation/escalation management Well-defined & executed processes and procedures Inter-departmental communication & seamless cooperation Improve utilization and increase productivity of resources Timely and effective internal & external communication | <ul style="list-style-type: none"> Sound decision-making ability Act as a single point of contact to the client for all types of service requests Ability to pre-process service requests and escalate issues as needed Great troubleshooting and critical thinking skills Ability to prioritize requests and assign resources accordingly Ability to excel in a fast-paced environment with quickly changing areas of focus and adapt to changes quickly ConnectWise dispatch portal mastery Ability to work within a team and communicate effectively Capacity to encourage and motivate people in an impactful and positive manner Willingness to work flexible hours and participate in on-call rotation when necessary to achieve client and team goals | <ul style="list-style-type: none"> Billable resource utilization goal achievement SLA goal achievement Client satisfaction survey results Number of service ticket reschedules ConnectWise metric BIC goal achievement "Paint Tomorrow Green" Number of re-opened tickets Peer reviews Ticket status accuracy Time tickets remain in "New" status # of voicemails during business hours # of rescheduled tickets |
| Alert and Notification Management | <ul style="list-style-type: none"> Client expectation/escalation management Proactive mindset Appropriate balancing of effective resource management and inFocus efficiency | <ul style="list-style-type: none"> Assessment of alerts and assignment of resources when appropriate Thorough understanding of contractual obligations, promises and established expectations and the difference between each Sound practical judgement of priorities Keen knowledge and understanding of our toolset and internal systems | <ul style="list-style-type: none"> Billable resource utilization goal achievement SLA goal achievement Client satisfaction survey results Aged ticket goal achievement |

| Primary Responsibilities | Successful Outcomes | Expectations | Potential KPIs |
|----------------------------|--|--|--|
| <p>Client Satisfaction</p> | <ul style="list-style-type: none"> • Proactive mindset • Representation of Gilmore Solutions in a positive manner in all interactions with clients and prospective clients, projecting a friendly and professional image at all times • Improve customer service, perception and satisfaction | <ul style="list-style-type: none"> • Identify & respond to client satisfaction issues before they occur • Interpersonal skills such as telephony skills, communication skills, active listening and customer care • Exercising strict confidentiality with respect to any and all accessible client information, whether verbal, written or digital • The client's perspective is ALWAYS the most important • Highly effective client communication • Show empathy and interest in assisting clients • Strong active listening skills | <ul style="list-style-type: none"> • inFocus client retention • Number of client complaints • Number of reopened tickets |