

## Operations Coordinator

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$38.71 to \$38.71 hourly  
**Employment status:** Contract / Temporary

### Description

Operations Coordinator

Immediate opening for an Operations Coordinator to work onsite in Ashburn, VA

The duties of the Operations Coordinator will include

- Assist Customer Engineer with all rescheduled Preventative Maintenance by updating the RSCH customer notes.
  - Maintains a master schedule of all CE's daily service activity/events on the Managers Board.
  - Dispatch scheduled events, warranty, start-up, load banking, special testing, battery replacements, and scheduled maintenance
  - Ensure quality oriented and timely PM completions, start-ups, and service calls
  - Coordinate preventative maintenance service for all customers within the district including services provided by Service Partners (SP).
- Monitor and manage scheduling of all Customer Engineers and SP service events within the district geographic service area, including assisting scheduling of preventative maintenance, emergency service (in coordination with the CRC), warranty, and start-up. Power District Operations Coordinators also assist scheduling of load banking (requirements, ordering, pickup & delivery) and test equipment.
- Manage the site activation/cancellation activity on Service Partner Web (SPW) for new and pending contracts.
  - Provide physical tags to SP to attach to new equipment.
  - Review and modify PM schedule dates before releasing tickets to field.
  - Monitor and track preventative maintenance to ensure on time completion and contract compliance.
  - Maintain and communicate start-up scheduling.
  - Prepare and maintain weekend work calendar/duty tech schedule.
  - Provide PM/FCN due reports to CE to assist in scheduling PM's and FCN's.

The Operations Coordinator must meet all the following requirements

Associate degree or equivalent

2+ years of experience in Service or Construction industry

2+ years of experience dispatching service technicians

- Excellent communication skills, both written and verbal
  - Excellent customer service skills
  - Detail-oriented
  - Proficient in MS Office
  - Ability to work and multi-task in a fast-paced environment
  - Ability to use general office equipment
  - Ability to use a personal computer and job-related software
- es or equivalent experience

### Requirements

Customer Service, Operations, Review, Scheduling, Contracts, About Time, Calendar Management, Financial Notes, Communication Skills, Partners, Web App, Computer Skills, Coordination, Replacement, Power BI, Start-Ups, Ensure Quality, Service Calls, Preventative Maintenance, Contract Compliance, Test Equipment, Banking Operation, AB Testing

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