

We're Hiring!

Position: **Service Coordinator**

RND Automation, a rapidly expanding robotic automation, assembly & packaging equipment company is seeking a **Service Coordinator** in Lakewood Ranch Florida.

Duties and Responsibilities

The Service Coordinator will assist the Service Manager in all aspects of our field service and spare parts orders. It is the role of this position to provide outstanding customer support to our customer base, and to ensure that our customers feel supported in keeping their machines running to the level that they achieved during FAT.

Duties and Responsibilities

- Provide a central point of communication for our customers to speak with when they require assistance with the machine they purchased
- Provide timely concise answers to our customer based on technical knowledge and documentation available to you or funnel it to the appropriate team members for the information required for a response.
- Upsell remote and onsite services for the customer to expand their view of us as the complete solutions provider.
- Provide quotations to our customers that are costed to meet or exceed the RND margins and followup with the customer as necessary.
- Coordinate offsite customer installs and SAT to ensure the same quality and timeliness guidelines we build our equipment to. Ensure supporting comprehensive documentation has been supplied for our records, post installation.
- Support tradeshow, via planning, machine delivery logistics, booth and booth coverage, as well as any additional tasks to ensure a successful showing for RND.

ADDITIONAL INFORMATION

- Please apply to Marna Perkins at mperkins@rndautomation.com
- Principals ONLY - No Recruiters Please

RND Automation Supports Equal Opportunity Employment & Diversity