



## **ESS Service Coordinator**

### **Job Description:**

CKS SOLUTION is a company engaged in field services and logistics for Energy Storage Batteries. Our growing company is headquartered in Cincinnati, Ohio, and serves our customers across the country through field services and logistics in Atlanta, Georgia, and the Los Angeles, CA area.

### **Reports to: Director of Operations**

Duties include:

- ESS Communication window for QMS (Quotation Management System) and RMA issues
- ESS Customer Satisfaction and Customer Service related issues(Ex: Service Quality Control)
- RMS creation and communicate any discrepancies with customers
- ESS IW/OW RMA Receiving & Shipping Management
- Communicate Open RMA status with customers (TAT/Open RMA)
- Simple ESS Battery inspection and support Technician's Q&A
- ESS customer registration, new model's information and other necessary information to Database.
- Communicate ESS Field Service Schedule with customers.
- Document ESS Internal and external audit, Service manual, Product Manual and Safety Compliance.
- Managing Test Equipment, Tools and Other field service Jigs including inventory control.
- ESS Safety committee meeting records
- Any necessary task by ESS operations Director.

### **Requirements**

The ideal candidate for this position should have at least two years of experience in an electric construction Customer Care environment and be able to communicate effectively both in writing and orally with Customers, Suppliers and Manufacturers. In addition, the candidate should possess good computer skills and the ability to provide analysis, reporting, and documentation. Supervisory or management experience would be preferred to aid in training and reviews. The candidate should also be able to handle and complete multiple tasks, have good communication skills, and have a strong knowledge of the organization, planning concepts, and customer control. Finally, the candidate must be flexible and able to work in a dynamic, small company environment.

**Salary: 50K ~ 60K (Upon Experiences)**

**Work Place: Cincinnati, OH**