**Quality Structures**

**Job Description**

**Job Title:** Field Service Coordinator

**Location:** Richmond

**FLSA Status:** Non- Exempt

**Reports To:** Production Manager

**Hours:**  Office hours; Monday - Friday 8:00 am – 5:00 pm

**Job Summary:** The position is responsible for assisting the Director of Production with scheduling the Production Superintendents, Building Crews and Sub-Contract crews through daily contact with the Production Superintendents and or Subcontractors throughout QSI. Keeping the contractors scheduled and on the job 5 days per week is the primary focus. Assist the Production Superintendents in the field as needed. Coordinate and manage the repair and warranty work and ensure these repairs are performed timely. Maintain production systems updated at all times (Various Smart Sheet tracking sheets and Procedure 7). Assist in processing all labor contracts on a weekly basis.

**Duties and Responsibilities**

* Communicate with customers to manage all warranty and repair requests. Research to determine if claims are warranty or billable repair. Order product and schedule repairs with technicians. Follow up and maintain communication with customers, and staff.
* Confirm materials are placed in proper areas for repairs and crews to pick up the next day.
* Communicate with all crews daily and maintain documentation of each crews’ status real time in the associated Smart Sheet and/or Procedure 7 in Director of Production absence.
* Participate in weekly production meetings, and lead meetings in the absence of Director of Production.
* Assign, review, and delivery of crew Job Packs regularly and on time.
* Assist in the processing labor contract and re-calculate labor payments within specified guidelines.
* Perform periodic walkthroughs of in process and completed buildings to ensure the crews constructed the building according to QSI standards. Coach crews as needed on deficiencies, efficiencies, and standards to ensure all buildings are built according to QSI standards. Document walkthrough as performed. Support Superintendents and fill in as back-up as needed.
* Assist crews and superintendents with job site issues that arise on a daily basis.
* Perform calls with customers weekly, communicating the upcoming about build schedule, and/or repairs, informing them of what to expect and current status of their project.
* Perform other duties as assigned by Director of Production.
* Complies with QSI policies and procedures

**Education and/or Experience**

* Knowledge of building materials and building process
* Any combination of job related experience and/or training, which would produce the required knowledge, skills and abilities
* Prior construction experience strongly preferred
* QSI provides on-the-job training

**Knowledge, Abilities, and Skills**

* Ability to perform tasks accurately, effectively and in a timely manner
* Must be able to multitask, possess strong verbal and written communications skills.
* Must be detailed oriented and have the ability to work under time constraints.
* Ability to interface with customers, suppliers, sub-contractors and personnel
* Ability to maintain file systems
* Must be detail oriented and have persistent follow through skills
* Ability to understand and follow oral and written instructions accurately
* Ability to operate a computer and other general office equipment
* Ability to establish and maintain effective working relationships with officials and the public