

**Position Title:** Warranty & Service Coordinator  
**Reports To:** Services Manager  
**Location:** Warehouse & Service Center, Portland, Oregon  
**Status:** Full time, Non-Exempt

### **About PacificWRO:**

At PacificWRO, we believe in uplifting people and spaces. Yes, we're energized by designing and furnishing some of the most iconic buildings, companies, college campuses, and hospitals across the Pacific Northwest. But more importantly, we value each team member's unique contribution to those projects because we're not just creating great work environments for other teams – we're creating a great environment for our team.

Because our team members are quick-thinking, hardworking, and adaptable PacificWRO is recognized as one of the fastest growing companies in the Pacific Northwest. Yet our team also looks beyond the walls of our office to impact the people in our communities, so we're also ranked one of the most generous mid-sized companies in Oregon. On top of that, we're consistently one of the top-performing Herman Miller Certified Dealers in the country.

We're proud of our team and what we're accomplishing together, and we're thrilled you are interested in joining our team! For more information, visit our website: [www.pacificwro.com](http://www.pacificwro.com)

### **Position Summary:** *Warranty and Service Coordinator*

The Warranty and Service Coordinator is a specialized, highly trained, and skilled member of our Service Team. The team member in this role handles several key tasks: receiving all inbound service requests (via phone and email), scheduling and coordinating service appointments for both the internal service team and our subcontracted labor groups, confirming appointments and verifying completion with end-users, and coordinating warranty work with numerous manufacturers represented by PacificWRO.

### **To Apply:**

To apply, email your resume and a cover letter to: [info@pacificwro.com](mailto:info@pacificwro.com)  
Please mention *Warranty and Service Coordinator* in the subject line.  
Applications are open until the position is filled.

**Essential Responsibilities and Duties:**

- Processing of warranty and service requests:
  - Interaction with Sales Team members
  - Researching service parts
  - Confirming correct parts
  - Ordering and tracking of service parts
  - Sending status updates to clients
  - Scheduling service work with clients
- Obtaining labor approval from manufacturers
- Coordination of non-warranty service opportunities
  - Research
  - Quoting of parts and labor to the customer
  - Tracking order status
  - Scheduling service work with clients
- Order entry
- Contract research
- Job completion paperwork
- Processing freight claims
- Other duties as required.

**Skills, Knowledge and Qualifications:**

- Must possess outstanding communication skills with customers and co-workers alike, have a cheerful and enthusiastic disposition, and be able to speak articulately.
- Must display a strong work ethic, project a positive attitude toward the customers and the PacificWRO team, and the ability to manage a high degree of responsibility.
- Must be a person of integrity by displaying an ethical standard in line with the culture and core values of PacificWRO.
- Must always exercise good judgment and operate in a manner that is conducive with PacificWRO's vision and goals.
- Comfortable with use of computer and industry-related software.
- Skilled at managing client and vendor needs and expectations.

### **Other Abilities**

- **Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information, verbally and in English, in one-on-one and small group situations to customers, clients, vendors, and other employees of the organization.
- **Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; and use hands and fingers to operate a computer keyboard, mouse, and telephone keypad. The employee is regularly required to reach with hands and arms and stoop, kneel, or crouch. The employee must be able to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- **Covid-19 Vaccination Status:** As in-person work with customers requiring vaccine status disclosure is necessary for this job, proof of completed vaccination for COVID 19 as defined by CDC at start of employment will be required currently for this position.