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| **Job Title:** | **Technical Services Coordinator, Single Ply Systems – North America** | Classification: | Salaried Exempt |
| Reports to: | Product Manager, Single Ply | Department: | US Commercial Sales |

**Role Objective:**

The Technical Services Coordinator, Single Ply Systems supports the technical, field services, and warranty programs of IKO InnoviTM Single Ply Systems.

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| **Essential Job Functions** |
| * Review and respond to Warranty Applications within 2 business days of receipt.
* Review requested technical deviations from customers for approval/rejection, and document all decisions.
* Respond to technical, installation, and warranty questions, via email, text, and phone, from customers and teammates.
* Support the Single Ply Product Manager in reviewing technical documents, detail drawings, and assisting with development of new technical and warranty tools.
* Support Field Services Technicians by consulting on technical issues encountered in the field, and supporting the documentation of field inspections for warranty claims.
* Support QA & Warranty Services by documenting and communicating product quality issues from the field.
* Support Warranty Services in documenting and communicating U.S. warranty and warranty claims information per occurrence.
* Support Codes & Compliance by communicating information regarding single ply technical and installation information.
* Maintain roofing and company knowledge through training on relevant products and processes.
* Perform special assignments upon request.
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| **Competencies** |
| * Demonstrated attention to detail, professional attitude, and ability to maintain confidentiality.
* Demonstrated expertise in the use computer programs such as Microsoft Office products.
* Demonstrated excellent interpersonal, communication and presentation skills.
* Proven ability to execute and complete projects efficiently and professionally.
* Skilled at building positive and collaborative working relationships.
* Detail oriented with a personal commitment to task completion.
* Proactive, detail-focused and deadline oriented.
* Self-starter, ability to identify and solve problems.
* Experience working in a dynamic and changing environment.
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| **Work Environment** |
| * Role is remote and work is generally performed in home office.
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| **Physical Demands** |
| * Must be able to remain in a stationary position 50% of the time
* Must be able to work standard business hours.
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| **Travel** |
| * Up to 10% travel required within North America.
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| **Required Education/Experience** |
| * Bachelor’s Degree is required
* A minimum of 5 years of progressive technical experience in single ply roofing system is required
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| **Additional/Preferred Eligibility Requirements** |
| * JD Edwards/Oracle Enterprise One experience preferred;
* Salesforce experience preferred.
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| **Work Authorization** |
| Must be authorized to work in the United States of America. |
| IKO is an **equal opportunity** employer*This job description is subject to change at any time.* |