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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. |
| **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. |
| **Work Environment** |
| * Role is remote and work is generally performed in home office. |
| **Physical Demands** |
| * Must be able to remain in a stationary position 50% of the time * Must be able to work standard business hours. |
| **Travel** |
| * Up to 10% travel required within North America. |
| **Required Education/Experience** |
| * Bachelor’s Degree is required * A minimum of 5 years of progressive technical experience in single ply roofing system is required |
| **Additional/Preferred Eligibility Requirements** |
| * JD Edwards/Oracle Enterprise One experience preferred; * Salesforce experience preferred. |
| **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.* |