



## Job Description

**JOB TITLE:** REMOTE SERVICES COORDINATOR

**DEPARTMENT:** Operations

**REPORTS TO:** Remote Services Manager

**FLSA STATUS:** Non-Exempt/Hourly

### SUMMARY:

We are seeking a highly organized and detail-oriented Remote Services Coordinator to join our team. The successful candidate will be responsible for entering and updating data into our databases, coordinating our programming appointments via our scheduling platform, and assisting with management of our shared inbox. The ideal candidate has essential data entry skills with an eye for detail and familiarity with spreadsheets and online forms.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent customer service skills
- Excellent communication skills
- Critical thinking skills
- Time Management skills
- Computer Skills / MS Office (i.e., Outlook, Word, Excel, etc.)
- Ability to multitask

*Other duties may be assigned to meet business needs. The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

**HOURS: 8:00 am-5:00 pm (or as established by Manager)**

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in coordinating efficient use of our scheduling platform
- Aid programming team in managing shared inbox / directing emails to appropriate groups
- Build and maintain reports
- Train on products as necessary
- Communicate and work well in a team environment

### WHO WE ARE

In 1971 we opened doors in Chelmsford, MA before moving headquarters to Southern California. From our inception we've been committed to innovation and world-class service, building off our company values of Quality, Teamwork, Respect, Honesty, Integrity, and Responsibility. Now an employee-owned company, NAVCO is one of the largest security integrators in the country, with security experts who are personally invested and dedicated to creating a safer and more financially secure environment for all.

### COMPANY BENEFITS AND PERKS

- ESOP-Employee Stock Ownership Program
- 401 K Retirement Plan
- HSA/PPO health plans, dental, vision, and supplemental life insurance
- Annual Profit-Sharing Bonus
- Paid Sick & Mental Health Leave: 5 days (annually)
- Vacation Days based on years of service

- 1 year to end of 4 years: 8 days
- 5+ years: 13 days
- Recognition and Rewards program- WorkTango
- Social Responsibility Day (1 paid workday annually to volunteer in your community)
- 9 Paid holidays
- 1 Personal Floating Holiday (8 hours annually)
- Magellan Employee Assistance Program

## **LANGUAGE SKILLS**

Must have the ability to read and interpret instructions, correspondence, and operating procedures. Be able to write routine reports, correspondence, and ability to effectively present information and speak to customers or employees of organization. Excellent phone etiquette and verbal communication skills required.

## **MATHEMATICAL SKILLS**

Must have ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to perform these operations using units of American money and weight measurement, volume, and distance.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram-form. Ability to deal with problems involving several concrete variables in standardized situations.

## **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 talk or hear. The employee frequently is required to sit. The employee is occasionally required to sit, stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

## **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. Professional appearance and business casual attire for this position. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

## **AAP/EEO STATEMENT**

NAVCO provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, NAVCO complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. NAVCO expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of NAVCO's employees to perform their job duties may result in discipline up to and including discharge.