

# Installation Coordinator – Wall NJ

## New Jersey Resources

NJR Home Services, a subsidiary of New Jersey Resources, is currently seeking an Installation Coordinator to assist the Installation and Warehouse Manager with oversight and coordination of all installation work orders. Interact with sales, field supervisors, plumbing, electrical and stores to ensure the timely completion of all installations. Effectively coordinate installation operations with an emphasis on profitability, quality, and safety.

### Position Responsibilities:

- Support day to day operations of the installation department
- Schedule and coordinate all jobs and communicate scheduling issues
- Support sales team to ensure timely completion of installation work to achieve revenue goals and maximize customer satisfaction
- Serve as the primary point of contact for customers and support administrative functions
- Coordinate equipment ordering to ensure install schedule is met
- Schedule and coordinate electricians, plumbers and subcontractors
- Maintain customer satisfaction by investigating concerns, implementing corrective action and communicating with customers
- Follow-up on completed work to ensure quality standards are met and all local building codes are followed
- Schedule the completion of warranty/failed inspection work
- Apply for generator permits, follow up with municipalities on permit status, and coordinate appropriate inspections
- Assist customer service department with existing HVAC installation issues and other tasks as they arise
- Continually review processes and services, recommend improvement to strengthen the customer experience

### Position Specifications

- High school diploma or equivalent; Bachelor's degree preferred
- 3-5 years of experience in project coordination and scheduling, preferably in the HVAC industry
- Detail oriented with the ability to work in a fast-paced environment
- Excellent written and oral communication skills
- Strong computer skills including proficiency in MS Word, Excel, Outlook, and internet use, JD Edwards experience a plus

\* The above job description is reflective of the primary duties of this position and in no way limits the supervisor from assigning any other duties, responsibilities or initiatives as deemed necessary.

All customer information is considered confidential and any employee transferring between New Jersey Natural Gas and NJR Home Services cannot share that information with another New Jersey Resources affiliate and cannot use such information to the benefit of the affiliate or to the detriment of an unaffiliated product or service provider.