



Field Service Coordinator

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy duty truck repair, fleet maintenance, mobile service, towing, upfitting, and specialty vehicle company serving customers throughout Michigan. As our Field Service Department continues to expand, we are looking to add an organized, customer focused, and highly motivated **Field Service Coordinator** to our team.

Reporting directly to the Field Service Manager, this position plays a critical role in the daily operation of our mobile service fleet. The Field Service Coordinator is responsible for dispatching and scheduling technicians, communicating with customers, monitoring repair progress, managing service truck inventory, reviewing completed work orders, and helping ensure our technicians have the parts, equipment, and information necessary to complete their work efficiently.

If you are organized, thrive in a fast paced environment, communicate well with customers and technicians, and understand heavy duty repair operations, we want to hear from you.

What You'll Do

Technician Dispatch and Scheduling

- Schedule and dispatch mobile repair technicians to customer locations throughout the service area
- Assign work based on customer priority, technician location, technical ability, equipment requirements, and workload
- Maintain an organized daily and future service schedule
- Coordinate emergency repairs, scheduled maintenance, and customer appointments
- Monitor technician locations and active work orders throughout the day
- Adjust schedules as priorities, emergencies, or customer needs change
- Maintain an appropriate work structure and workload for mobile technicians
- Communicate schedule changes and priorities clearly with technicians
- Help minimize unnecessary travel and technician downtime
- Coordinate follow up visits when repairs cannot be completed during the initial service call
- Work closely with the Field Service Manager to maintain department productivity and customer response times

Customer Service and Communication

- Serve as a primary point of contact for Field Service customers
- Receive customer service requests and gather accurate information regarding equipment concerns
- Communicate technician arrival expectations and service timelines
- Provide customers with timely updates regarding repair status, findings, delays, parts availability, and completion



- Communicate additional repair recommendations identified by technicians
- Assist with obtaining customer authorization for additional repairs when necessary
- Respond professionally to customer questions and concerns
- Assist with resolving service issues or escalate concerns to management when appropriate
- Maintain detailed records of customer communication within company software
- Build and maintain strong relationships with fleet managers, drivers, vendors, and customer representatives
- Represent Advantage Fleet professionally during every customer interaction

Work Order and Billing Management

- Create and maintain accurate service work orders
- Monitor open repair orders throughout the repair process
- Review technician documentation for accuracy and completeness
- Ensure technician labor is properly documented
- Verify parts, materials, travel, mileage, service fees, and other applicable charges are properly recorded
- Audit completed repair orders before final invoicing
- Identify missing labor, parts, documentation, or charges before work orders are finalized
- Confirm repair descriptions clearly explain the work performed
- Assist with generating customer invoices
- Help investigate and resolve billing discrepancies
- Support warranty claims and ensure required documentation is properly completed
- Maintain accurate records within the company's repair order and billing software

Accurate work order review is a critical responsibility of this position. All labor, parts, materials, and services provided must be properly documented before a repair order is invoiced.

Service Truck Inventory Management

- Maintain inventory levels across the Field Service vehicle fleet
- Coordinate commonly used parts, supplies, fluids, and materials stocked on service trucks
- Establish and maintain inventory cycle count schedules
- Perform and coordinate regular cycle counts
- Investigate inventory discrepancies and communicate findings
- Coordinate replenishment of service truck inventory
- Work with the Parts Department to maintain appropriate stock levels
- Assist with transferring inventory between service vehicles when necessary
- Ensure parts used by technicians are properly assigned to repair orders
- Help identify obsolete, damaged, excessive, or frequently used inventory
- Maintain accurate inventory records within company software
- Work with technicians to keep service truck inventory organized and properly accounted for

Service Truck Fleet Coordination

- Coordinate preventive maintenance and scheduled service for mobile service trucks
- Monitor service truck maintenance requirements and upcoming PM intervals



- Coordinate repairs when service vehicles have mechanical or equipment concerns
- Help minimize downtime of Field Service vehicles
- Maintain awareness of service truck condition and readiness
- Coordinate repair, maintenance, or replacement of service truck equipment when necessary
- Ensure technicians communicate vehicle, equipment, or safety concerns promptly
- Work with appropriate Advantage Fleet departments to schedule internal maintenance and repairs

Parts and Technician Support

- Work with technicians and the Parts Department to identify required repair parts
- Research parts using manufacturer information, parts manuals, service bulletins, vendor systems, and company resources
- Coordinate parts availability for scheduled and active service calls
- Help technicians locate specialty or hard to find components
- Communicate parts availability and expected arrival times
- Assist with arranging parts pickups, deliveries, and transfers
- Ensure technicians have the necessary parts, materials, equipment, and information before traveling to scheduled jobs when possible
- Help reduce unnecessary return trips caused by missing parts or incomplete information

Technical and Operational Support

- Maintain working knowledge of heavy duty truck and trailer systems
- Maintain familiarity with tractor, trailer, tire, and basic parts operations
- Understand common heavy duty repair terminology and procedures
- Assist technicians with researching service information and technical resources
- Utilize service manuals, parts catalogs, service bulletins, diagnostic resources, and company systems
- Help identify the most effective and efficient approach to completing customer repairs
- Assist with troubleshooting service issues when appropriate
- Escalate complex technical concerns to the Field Service Manager or appropriate personnel
- Remain knowledgeable about the department's services, capabilities, equipment, and customer needs

Department Operations

- Assist the Field Service Manager with daily department operations
- Help monitor department workflow, technician productivity, and service response
- Assist with department planning and scheduling
- Support growth strategies and development of the Field Service operation
- Identify opportunities to improve efficiency, customer service, productivity, and profitability
- Recommend process improvements when opportunities are identified
- Assist with implementing new procedures and department initiatives



- Coordinate with Parts, Service, Accounting, and other Advantage Fleet departments as necessary
- Maintain professional relationships with vendors and outside service providers
- Contribute to department, leadership team, and company goals
- Assist with other responsibilities as assigned by the Field Service Manager

What We're Looking For

- Must be 18 years of age or older
- High school diploma or GED equivalent
- Valid driver's license required
- Commercial Driver's License, CDL, preferred but not required
- Previous experience in heavy duty truck repair, service advising, dispatching, fleet maintenance, parts, or a related field preferred
- Working knowledge of heavy duty trucks, trailers, tires, and common repair procedures
- Diagnostic and troubleshooting knowledge related to commercial vehicle repairs preferred
- Strong customer service and communication skills
- Excellent verbal and written communication abilities
- Ability to communicate effectively with technicians, customers, vendors, and management
- Strong organizational and time management skills
- Ability to manage multiple technicians, repair orders, customer requests, and priorities simultaneously
- Strong attention to detail and commitment to accuracy
- Ability to make sound and logical decisions in a fast paced environment
- Ability to prioritize urgent situations without losing focus on existing responsibilities
- Strong computer competency and willingness to learn company software
- Accurate data entry and documentation skills
- Ability to research parts, service information, and technical resources
- Strong problem solving and troubleshooting abilities
- Ability to remain professional and composed during stressful situations
- Self motivated and capable of working independently
- Willingness to take initiative and identify tasks that need to be completed
- Ability to positively influence and support technician performance
- Professional demeanor and positive attitude
- Commitment to safety and company policies
- Willingness to work additional hours when required based on customer and business needs

Physical Requirements

This position requires the ability to:

- Sit and work at a computer for portions of the workday
- Regularly stand, walk, bend, stoop, crouch, and reach
- Move throughout office, shop, parts, and service areas



- Occasionally assist with handling parts, tools, supplies, and equipment
- Frequently lift and carry items weighing up to 50 pounds
- Work around heavy duty trucks, service vehicles, technicians, and active repair operations
- Enter and exit service vehicles when inventory or equipment inspections are required

What Success Looks Like

A successful Field Service Coordinator keeps technicians moving, customers informed, service trucks stocked, repair orders accurate, and the department organized.

Mobile service requires constant coordination. Customer priorities can change quickly, emergency repairs can affect an entire day's schedule, technicians may require unexpected parts, and repair findings can change the scope of a job. This position must be able to evaluate those situations and make decisions that keep the department operating efficiently.

Success means putting the right technician on the right job, providing them with the information and resources they need, communicating clearly with the customer, monitoring the repair through completion, and making sure everything performed is properly documented and billed.

The Field Service Coordinator has a direct impact on technician productivity, customer satisfaction, inventory control, department profitability, and the overall growth of our mobile service operation.

Growth and Development

Advantage Fleet encourages employees to develop a strong understanding of mobile service operations, heavy duty truck repair, fleet maintenance, dispatching, customer service, parts management, inventory control, and department profitability.

This position provides significant exposure to the daily operation and management of a growing Field Service Department.

Employees who demonstrate strong organization, leadership, technical knowledge, decision making, customer service, accountability, and operational awareness may have opportunities for additional responsibilities and advancement as Advantage Fleet continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate dispatching efficiency, scheduling, customer communication, work order accuracy, billing accuracy, inventory management, service truck coordination, technician support, organization, productivity,



attendance, teamwork, leadership, professionalism, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.