



Job Description Field Service Coordinator

About H&K

H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H&K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

Summary

Coordinates installation of H&K, OEM and refrigeration equipment and Start Up personnel for all new store and remodel projects from inception to completion by performing the following duties.

Essential Functions

- Monitor computer based systems (TSM and IPM Tracker) for new project activity, start project files and notify stake holders as required to include but not limited to refrigeration, drink and kitchen equipment installation personnel.
- Verify and coordinate all required activities with Project Administrators (PA's), Market Mangers and outside agency's as required.
- Ensure all applicable permits are obtained on new store and remodel installs 2 weeks prior to installation.
- Serves as liaison between all H&K International customers to coordinate and facilitate efficient and timely installation and startup of H&K and OEM kitchen equipment.
- Prepares electronic or hard copy production schedules for installation teams.
- Request and compiles job estimates and schedules installers and OEM service agents accordingly.
- Logs jobs and tracking activity in database updates production schedule and maintains job files of project materials/information.
- Monitors job progress and directs contractors to meet client deadlines.
- Resolves discrepancies in job progression to ensure client satisfaction.
- Handles incoming phone calls on the direct installation number.
- Receives reviews and approves invoices.
- Coordinates start-ups on equipment for all H&K customers' new stores and remodel projects.
- Maintains adequate files of installation, start up and permitting activity.
- Review orders to determine equipment requiring startup and/or permitting support.
- Ensure proper filing/storage of installation documentation.
- Track and enter information into operating system.
- Pull together technical and supporting data required for successful installation, permitting and startup agencies.
- Follow-Up with start-up agents to ensure start-ups are done as scheduled.
- Performs others duties as assigned.

Education, Experience, and Knowledge Requirements

Associate's degree (A. A.) or equivalent from two-year College or technical school; and one year related experience and/or training; or equivalent combination of education and experience. Project Management experience (PMI) certification a plus.



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- *Please submit resume in Word format to employment@hki.com
- ***No resumes will be considered without salary history and expectations.**
- *No recruiters/staffing agencies will be considered in filling this position.

H&K International offers a competitive benefits package including a comprehensive medical plan that includes short/long term disability, flexible spending account, life insurance, 401k (with 100% match up to 5% and immediate vesting), with eligibility after the first of the month following 12 months of continuous employment, tuition reimbursement, free online training courses and a business casual dress environment.