



## Customer Satisfaction Coordinator

### Job Scope

The CSC are off-hours support team members who are responsible for executing and maintaining all expected service requirements for the FSG national clients. Their primary function is to manage on-demand priority work orders for the service teams and support as requested the totality of all FSG clients, departments, and branches. These individuals represent FSG and or an integral part of the teams. They are the first line of support for all off-hours communication.

### Responsibilities

- Monitoring all service teams in-boxes and taking appropriate action for all correspondence and direction of any severity class workers.  
Answer all in bound calls directed to the national office and take appropriate action.  
Providing customer support by addressing customer escalations/communication  
Escalate to team leaders, account managers and SR. Leadership as needed.  
Support daytime coordinators by working confirms, loading pictures building proposal, loading proposals for assigned service team groups. To ensure customer expectations are being maintained 24/7.  
Develop on the spot strategies to execute emergency or escalated request utilizing the established FSG process.  
Documenting all communication in the FSG work order management systems and client's 3rd party portals or other preferred channels of communication as directed by MSA's.  
Report all activity as appropriate with Sr. Leadership.  
Support Projects Team with afterhours scheduled work.  
May be requested to support service teams during normal operations. Due to large influx of work orders or other scenarios.

### Requirements

- Proficient in all FSG systems, including but not limited to GUI, Coins, FSG Resources, and all 3rd party customer portals.  
Service Coordinator Level 2.  
Experience in Electrical Service or related fields.  
Strong communication skills and industry fluency.  
Ability to manage multiple types of work order types.  
Excellent organizational skills.  
Ability to flourish with minimal guidance, be proactive, and handle uncertainty.  
Proficient in Word, Excel, Outlook, and PowerPoint.  
Completed 90% of all assigned FSG learning courses.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



Actively pursues higher education either industry-focused or other courses.

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