



JOB DESCRIPTION

Job Title:	Material Service Coordinator
Department:	Outside Plant Operations
Reports To:	OSP & Engineering Manager
FLSA Status:	Non-Exempt
Date Approved:	06/30/2021

General Summary

Unloads and verifies equipment and supplies received. Sorts and places items into warehouse inventory. Prepares items to be dispatched for use on company projects. Operates warehouse equipment including forklift and pallet jack. Ensures that materials are properly received, moved, stocked, accounted for, and protected. Conducts inventories. Maintains a clean and safe warehouse.

Essential Job Functions

- ◆ Prepares items to be used for customer orders by retrieving and organizing equipment and supplies. Ensures adequate amount of supplies are maintained for main warehouse and outlying work centers so customer orders can be filled promptly.
- ◆ Conducts periodic inventories to monitor and maintain stock levels to determine purchasing needs.
- ◆ Creates and coordinates inter-departmental communication and ordering channels to ensure just-in-time inventory needs are consistently met.
- ◆ Solicits bids from vendors as appropriate. Prepares and places orders within budget authority for equipment and supplies. Analyzes quality of vendors and maintains vendor relationships.
- ◆ Ensures materials are properly received, unloaded, moved, stocked, accounted for and protected. Verifies against purchase orders to ensure accuracy. Delivers stock to departments and worksites as appropriate. Maintains clean and safe warehouse
- ◆ Performs inventory control by overseeing removal of all equipment, ensuring all paperwork is accurately completed and all incoming equipment and supplies are accounted for. Prepares equipment stock returns if essential.
- ◆ Prepares Return Material Authorizations for repair of telephone instruments and equipment as needed and tracks damaged equipment that is shipped out for repairs.
- ◆ Packages and prepares shipping labels for outgoing shipments.
- ◆ Operates warehouse equipment including forklift and pallet jack to unload materials.
- ◆ Utilizes multiple digital platforms, including but not limited to MS Office 365, Innovative Systems' Elations OSS enterprise solution system, other Business Support Systems (BSS), as necessary, to build, maintain, account for, and manage all company inventory of products, materials, and equipment for efficient usage as required.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of telecommunications equipment and processes.
- ◆ Knowledge of warehouse coordination and distribution.
- ◆ Knowledge of inventory controls.
- ◆ Knowledge of inventory and accounting systems.
- ◆ Knowledge of purchasing, warehousing, and storage procedures.
- ◆ Skill in operating various office equipment such as personal computer, printer, telephone systems, various software programs and tools, including but not limited to Microsoft Word, Microsoft Excel, and email software.
- ◆ Skill in written and oral communication.
- ◆ Skill in problem solving and resolution.
- ◆ Skill in operating heavy equipment such as forklift and pallet jack.
- ◆ Skill in reading and interpreting technical documents and forms including purchase orders, invoices, inventory transaction sheets, work orders, trouble tickets, service orders and simple schematics and blueprints.
- ◆ Ability to understand and organize purchase orders, receipts, packing slips, sales invoices, and other records.
- ◆ Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to make sound decisions using information at hand.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to work independently and make appropriate decisions.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to work overtime and weekends when necessary.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improved morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the continued progress of the company.

Education and Experience

High school diploma or equivalent, plus one year of related work experience or telecommunications experience required.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able to move and retrieve materials as needed.				X
Climbing/Stooping/Kneeling: Must be able to move and retrieve materials as needed.			X	
Lifting/Pulling/Pushing: Must be able to lift up to 75 lbs.				X
Fingering/Grasping/Feeling: Must be able to write, type, use phone system, and various computer equipment.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.