

Job Description – Field Service Coordinator

Location: In person in Grandview MO

JOB SUMMARY

Maruka USA is seeking a highly organized and customer-focused Field Service Coordinator to join our team. The Field Service Coordinator is responsible for coordinating and scheduling field service technicians to meet customer service requests in a timely and efficient manner. This role serves as a critical communication link between customers, field personnel, and internal departments. The dispatcher monitors incoming service orders, prioritizes tasks, updates scheduling software, and ensures that resources are allocated effectively to maintain service quality and customer satisfaction. The ideal candidate is highly organized, detail-oriented, and comfortable working in a fast-paced, customer-focused environment.

What you will do

- Create and manage field service cases, work orders, and service appointments in salesforce injection molding and pipe bending machine technician.
- Manage service emails from the scheduling-in inbox
- On Call for customers who need service during the workday
- Create service estimates for customers in need of service
- Monitor and manage estimate and purchase order organization
- Update Salesforce Account and Contact information as needed
- Assist with time sheets, expenses, and invoices.

What you will bring to the table

- High school diploma or equivalent (GED)
- 0–2 years of experience in a customer service, administrative, or dispatching role (entry-level acceptable)
- Proficiency in computer systems (e.g., Microsoft Office, data entry software, dispatching platforms)
- Strong communication skills — both written and verbal
- Ability to multitask in a fast-paced environment
- Attention to detail and strong organizational skills
- Basic knowledge of geography or service area

What is preferred

- Experience with field service management software (Salesforce Field Service)
- Prior experience in a call center or schedule/dispatch environment

- Knowledge of basic technical terminology related to the services provided (e.g., Servo, INJ, PO, WO, etc.)

Working Environments and Physical Demands:

1. Must be able to work in office from headquarters. Occasional travel may be required.
2. Frequent use of computer, phone, and headset throughout the day
3. May need to lift or carry light office supplies (typically under 20 lbs.) occasionally.
4. Must be able to focus on a computer screen for extended periods
5. May occasionally need to move around the office to coordinate with coworkers or access resources.

Why would you want to work for us?

- Full time position
- Competitive pay
- Great insurance options with low premiums
- Paid vacation and holidays
- 401K with company match
- Extensive on-the-job training

Does this sound like the job for you? Email jobs@marukausa.com to get in touch.

These job functions and skills are not intended to be a complete and exhaustive list of all responsibilities, duties, and skills required. Maruka USA is an equal opportunity employer, and all qualified applicants will receive consideration for employment.