



Protolight

Service Coordinator

Des Plaines, IL

The Service Coordinator at Protolight is a key player in the ongoing support of our clientele. As part of our Project Management team, the Service Coordinator helps to finalize a project as it nears completion and serves as the bridge between the installation and maintenance phases of a project's lifespan. This person helps to finalize all plans and documentation, coordinates client training, and handles future service requests as they arise. When clients call Protolight for ongoing support, this Coordinator will be a conduit between our technical staff and the customer, arranging technicians to come on site, coordinating product returns/replacements, and coordinating service agreements.

WHAT YOU'LL DO:

Service Coordination (70%)

- Serve as a primary point of contact for service-related phone calls and emails from clients, being the first layer to triage their needs, systems/equipment, and issues; then escalating the request to our technical staff
- Coordinate with other team members to ensure service requests are attended to in a timely manner and in compliance with any service or rate agreements, communicate with client/contractors, and determine next steps for Protolight work
- Schedule on-site and remote service calls in coordination with Protolight's technical staff and available labor
- Coordinate tools, PPE, and other equipment needed for each service call
- Use digital Protolight tools to maintain detailed records of service work
- Assist clients and coordinate with manufacturers regarding returning materials for factory repair or replacement
- Spearhead the close-out process for each project including updating paperwork, digital files, warranties, and drawings to as-builts with notes for future service
- Schedule and execute client training and programming if needed
- Interface with clients, maintaining a professional demeanor, able to relay needs back to the Project Manager and/or technical staff

Technician (20%)

- Test, configure, and label lighting fixtures and controls related to service work
- Perform project programming or other related prep work in the shop, as needed
- Gather proper tools, PPE, and other equipment needed for service calls
- De-prep materials returning from job sites and re-organize into Protolight shop
- Complete work on-site for equipment and system installations including:
 - Low voltage terminations
 - Field device installation (button stations, sensors, touchscreens, etc.)
 - Fixture addressing
 - Hanging and focusing fixtures
 - System programming and testing
- Work independently on-site to complete the above tasks, or in conjunction with other team members or freelancers
- Participate in high-level troubleshooting of systems as problems arise
- Complete basic service calls, system repairs, and other client-related requests (delivering products, picking up damaged equipment, etc.)



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- Accommodate off-hours work (evenings, weekends, etc.) and travel between work sites and office to complete jobs

Other Stuff (10%)

- Assist with shop up-keep and maintenance
- Help in marketing efforts including social media, client demos, and other events
- Required training courses as needed

WHAT WE LOOK FOR:

- **Basics:** Bachelor's degree strongly preferred
- **Technical Knowledge:** Prior installation, construction, or design-build experience strongly preferred; technical theatre experience required
- **Diligent:** Focused and motivated worker, attentive to detail, and an experienced multitasker; able to work independently
- **Curious:** Can pick up new things quickly and interested in learning more
- **Responsible:** Reliable and punctual; track record of completing tasks on time; has reliable transportation and a valid driver's license
- **Communicative:** Confident communication skills, not afraid to ask questions or bring up issues – even to the boss!
- **Easy to Work With:** Positive attitude; a team player who takes direction well
- **Handle Physical Demands:** Able to lift 50 lbs, stand for long periods of time, work in small or confined spaces, and not afraid to work at height (on top of ladders, lifts)
- **Flexible:** Able to work 40 hours/week, with varying shifts depending on project demands (evening/late night hours, weekends, early mornings, etc.)
- **COVID-19 Protocols:** Must be fully vaccinated and able to abide by company, client, and government mandated safety protocols including proper mask use, social distancing, and symptom reporting

WHAT WE OFFER:

- Opportunities to work on installations in interesting, up-and-coming, and well-known spaces in the Chicago area – check out our website for some of our projects!
- On-the-job training from highly experienced industry pros
- Corporate-style benefits including top-shelf health insurance choices, 401k retirement plan, paid holidays, paid vacation time, plus options for pursuing creative endeavors outside of work

ABOUT PROTOLIGHT:

Protolight, which celebrated 15 years in business in 2021, distributes more than 50 brands of lighting, audio and other A/V equipment for a variety of applications... from high school auditoriums and worship centers, to skyscrapers and museums. Join our growing team and learn how our innovative staff conquers some of the most unique lighting challenges in the city.

Please include your resume/job history in your application. Gold stars for those who also send a cover letter.

Protolight is an equal opportunity employer and is looking for highly talented and motivated applicants, of any variety. If that sounds like you, then please apply!