

MPI Narada is the rapidly growing North American division of Narada Power Source a \$1.5b manufacturer of Energy Storage batteries and solutions with sales to Telecommunication Service providers, Cloud - Data Storage service and equipment manufacturers and Renewable Energy, Grid and off-Grid companies. Conveniently located 20 minutes outside of Boston in Newton, MA, MPI Narada offers a competitive salary, benefits and is an equal opportunity employer. With sales teams located throughout the U.S. we have built a customer base of world class, North American based Global customers. Together with Narada, we offer the most innovative, reliable, and cost-effective energy storage, Li-Ion and VRLA battery solution in the industry.

### **Service and Warranty Coordinator**

The Service and Warranty Coordinator is the primary resource to assist MPINarada customers with scheduling and full warranty services. Working with the MPINarada sales and service team to deliver the Scope of Work sold in a timely fashion.

#### **Roles and Responsibilities:**

- Provide scheduling of all warranty related work and assigned service jobs.
- Oversee all warranty claims from beginning to end.
- Work with internal support staff and vendors to ensure all admin is complete.
- Manage vendor relationships.
- Listen, understand, and convey customer requirements and concerns.
- Maintain accurate records of Warranty and Service jobs assigned.
- Resolve customer issues or difficulties in a manner that is consistent with the company mission, values, and financial objectives.
- Maintain professional business relationships within accounts and vendors.
- Identify customer's needs and sales opportunities to help future growth.
- Provide backup support for customer service.

#### **Requirements and Experience:**

- Experience in UPS/Data Center/Telecom space preferred
- Proficient in Microsoft Office.
- Strong communication, interpersonal and organizational skills.
- Ability to work remotely.
- Occasional Travel as needed.
- Customer Service or Sales Support experience.
- Proven project management skills.
- Ability to work in a fast-paced environment.
- Ability to multitask.