



Cornerstone Companies, Inc.
8902 N Meridian Street, Suite 205
Indianapolis, IN 46260

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cornerstonecompaniesinc.com

Open Position: Service Coordinator

Cornerstone Companies, Inc. (Cornerstone) is a leading healthcare real estate firm, drawing on more than 35 years of experience. With an exclusive focus on the healthcare real estate industry, Cornerstone helps physicians, hospitals, and third-party owners across the nation *develop, build, lease, manage* and *optimize* their healthcare real estate while enhancing the patient and provider experience. To date, Cornerstone has successfully completed more than \$1 billion of medical office developments and currently manages more than 200 medical facilities, across 26 states, encompassing 12M SF.

We hold our fundamental beliefs and principles as core values that guide us and shape our culture. These are the three core values that we live by as we grow as a company:

Caring: Build personal relationships with our team and clients.

Creative: Develop solutions with lasting value.

Character: Manage our partnerships with the highest level of integrity.

Summary: Cornerstone is searching for a Service Coordinator for B & N Mechanical, which is one of many Cornerstone Companies, Inc. services. The Service Coordinator will serve as a primary contact for our valued customers, handling inbound service calls, opening work orders, scheduling technicians, generating estimates, and following up with customers to ensure their needs are met and satisfaction is maintained. The Service Coordinator's organization will enable collaboration and efficient communication, providing necessary supportive services to the Director and Technicians.

Office Location: Split time between our corporate office at 96th and Meridian, and our B&N Mechanical office at Park Fletcher.

Job Duties:

Efficiently manage incoming service customer calls.

Coordinate and schedule service technician's jobs daily.

Gather information & generate estimates.

Open work orders in our work order system.

Handle receiving & distribution of parts with accuracy.



Coordinate daily operations and ensure customer satisfaction.

Support billing processes and oversee service technician functions.

Ensure timely completion of tasks and adhere to company standards.

Assist with special projects as needed.

Key Competencies

Communication Proficiency (oral and written)

Problem Solving/Analysis

Leadership Skills

Teamwork Orientation

Time Management Skills

Customer/Client Focus (internal and external)

Financial Expertise

Requirements

Strong organizational skills.

Ability to multitask and adapt to changing priorities.

Passion for customer support and proactive problem solving.

Proficiency in Microsoft Office Suite.

Minimum of 2 years in service, parts, operations, or related fields.

Please contact Gretchen Mensch at gmensch@cornerstonecompaniesinc.com.