



**JOB TITLE:** Customer Coordinator  
**FLSA:** NON-EXEMPT  
**REVISION DATE:** April 2026  
**DIVISION:** Refined Fuels  
**REPORTS TO:** Refined Fuels Operations Director  
**COMPENSATION:** \$18.00 - \$37.00 DOE (We do not pay below any local minimum wage)  
**DEADLINE:** June 30, 2026

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*CGRS was founded in 1987 in Fort Collins, Colorado. CGRS personnel have experience in over forty states, and we are currently working on a multitude of projects for a variety of private companies and governmental agencies. CGRS is a team-oriented company with a culture best summarized by our mission statement: “We deliver quality solutions with integrity and expertise every time.”*

*At CGRS, we are committed to serving the ever-changing needs of our customers. We believe that our greatest asset is our employees, and we enable our employees to provide our clients with a valuable customer experience. CGRS offers health, dental and vision insurance, competitive wages, 401(k), paid vacation, sick time, and strongly believes in work/life balance.*

## **POSITION SUMMARY:**

The Customer Coordinator serves as the primary point of coordination for all department work orders related to specific customer(s). This role is responsible for managing the full lifecycle of each work order—from intake through completion and billing—while ensuring accuracy, timeliness, and clear communication between field teams, office staff, and the client.

This position requires strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment. Position requires the employee to be in the office Monday-Friday.

## **PRINCIPAL ACCOUNTABILITIES:**

### **Work Order Intake & Distribution**

- Accept, review, and process all incoming customer work orders
- Assign work orders to appropriate departments or personnel
- Ensure proper documentation and system setup for each job

### **Workflow Management**

- Track progress of all active work orders
- Monitor timelines and follow up with departments to ensure deadlines are met
- Maintain organized and up-to-date tracking systems

### **Communication & Documentation**

- Input detailed notes from technicians and field teams
- Ensure all updates are accurately logged in internal systems



- Act as a liaison between field operations and office staff

#### **Status Management**

- Maintain accurate work order statuses, including:
  - Pending
  - In Progress
  - Needs Quote
  - Completed
- Identify and resolve discrepancies in status promptly

#### **Quoting & Completion Oversight**

- Identify jobs requiring quotes and ensure timely processing
- Coordinate with appropriate teams to generate and deliver quotes
- Confirm all completed work is properly documented and closed out

#### **Billing & Accuracy**

- Ensure all work orders are complete and accurate for billing
- Verify required documentation prior to submission
- Ensure billing is processed in a timely manner

#### **Accounts Receivable (AR) Ownership**

- Oversee all AR related to customer(s) within department
- Track outstanding invoices and aging reports
- Coordinate follow-ups to ensure timely client payments

### **JOB REQUIREMENTS:**

Any combination of education and experience that would provide the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

EDUCATION: Minimum high school diploma or equivalent training

EXPERIENCE: One year of experience required in a related position

SKILLS: Must be very organized and willing to work in a team environment. Be able to follow instructions and work independently. Be professional and have good people skills when working with co-workers, clients and other officials. Must have professional telephone skills. Attention to detail required. Must be willing to manage an ever-changing workload. Patience and flexibility are important.

### **JOB PROGRESSION:**

Business Support I: Applies basic skills and procedures appropriate for the position within assigned functional area. Acquires job skills to perform routine tasks.

Business Support II: Has learned the basic skills and routine tasks necessary. Beginning to learn advanced skills and gaining an understanding of the total process flow.

Business Support III: Possesses all basic and some advanced skills and knowledge. Has a thorough understanding of the total process flow.



Business Support IV: Has acquired and applies all necessary advanced skills and knowledge for one or more processes or areas. May be a recognized expert in the areas to which assigned.

Business Support V: Assignments are typically in the form of broad goals or areas of responsibility. Incumbents have substantial latitude for independent action in setting objectives and deciding how to proceed. Leads/trains others.

**SUPERVISORY RESPONSIBILITIES:** None.

**EQUIPMENT USED:** Must demonstrate high proficiency in MS Windows, MS Outlook, Word, and Excel, and PowerPoint and at a basic level. Must be proficient in using office machines including fax machine, copier, scanner and telephone.

**TYPICAL PHYSICAL DEMANDS:** Must have a valid Colorado Driver's license and required Colorado automobile insurance. Position requires regular vision and normal range of hearing. Employee must be able to lift 40 lbs. Must have manual dexterity sufficient to operate a computer keyboard and calculator. Position involves sitting 75% of the time.

**TYPICAL MENTAL DEMANDS:** Must be able to speak professionally and in a polite manner. Requires ability to adapt to change quickly with ever changing requests.

**WORKING CONDITIONS:** Work in a small office setting. Must be willing to carry out company goals and policies.

***We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law..***