



Customer Experience Coordinator

Overview

Foundation Technologies, Inc. is a family-owned manufacturer and distributor of deep foundation construction products. Contractors and engineers rely on our products, our technical expertise, and our field support every day. We are a seven-time Great Place to Work® recipient, but more importantly, we are committed to building a company where people can grow, do meaningful work, and go home proud at the end of the day. We're growing but we refuse to grow in a way that breaks trust, our culture, or common sense.

Why This Role Exists

First impressions matter.

In our business, trust is built long before a product ships. It starts with the first interaction. The first phone call. The first question. The first impression.

A strong first interaction builds confidence.

A careless one creates doubt that is hard to undo.

As we grow, our systems will improve. Our structure will mature. But we will not automate away the human care that built this company.

The Customer Experience Coordinator exists to protect that balance.

This role ensures every inbound call is handled with speed and accuracy — while making sure the person on the other end feels cared for, respected, and clearly guided.

Professional, not rushed.

Hospitable, not automated.

This role is often the first voice of FTI. That matters.

Core Purpose

To deliver speed and accuracy on inbound communication while creating a calm, professional, and hospitable first impression.

This role connects care with operational discipline — ensuring calls are handled efficiently and routed intentionally so both customers and internal teams are supported.

Growth should feel organized.

Customers should feel cared for.

Our team should feel protected from unnecessary chaos.

Key Responsibilities

1. Inbound Call Ownership

- Answer the main business line promptly and professionally
- Set a calm, confident, and welcoming tone
- Ask thoughtful questions to understand the caller's need and urgency
- Make callers feel heard, respected, and cared for
- Route calls accurately using a one-handoff approach whenever possible
- Take complete, clear messages when direct transfer is unavailable

2. Intake & Documentation Discipline

- Capture complete and accurate information at first contact
- Follow established intake workflows and standards
- Escalate appropriately when investigation or specialized resolution is required

3. Protect Team Focus

- Resolve simple inquiries at first contact when appropriate
- Screen repetitive or unnecessary calls before escalating internally
- Route vendor, billing, and general inquiries correctly
- Reduce avoidable interruptions to Sales, Operations, and Customer Service

4. Customer Experience Awareness

- Log complaints and compliments consistently
- Identify recurring themes or friction points
- Share patterns and insights with leadership
- Serve as a "process improvement spotter," identifying friction before it escalates

What Winning Looks Like in This Role

- Calls are answered quickly and consistently
- Callers feel genuinely cared for and confident in next steps
- First impressions reflect professionalism and clarity
- Routing is accurate and efficient
- Documentation is clean, complete, and reliable
- Sales and Operations experience fewer unnecessary interruptions
- Complaints and compliments are tracked and visible
- Recurring friction is identified early and communicated clearly

Most importantly:

When someone hangs up with FTI, they feel confident they called the right company.

Qualifications & Attributes

- Strong verbal communication and active listening skills
- Calm, steady, and professional under pressure
- High attention to detail and follow-through
- Able to manage multiple priorities without losing clarity
- Comfortable learning and using internal systems
- Experience in customer service, front-line support, or operations preferred
- Familiarity with CRM or phone systems is a plus

Authority & Boundaries

This role is empowered to:

- Own inbound call intake and routing
- Ask clarifying questions and determine urgency
- Provide clear next steps within defined workflows

This role is not responsible for:

- Negotiating pricing
- Modifying orders
- Resolving inventory, production, or fulfillment issues
- Managing customer accounts

Clear boundaries create clarity and confidence — for the customer and for the team.

Cultural Fit

The right person for this role:

- Takes pride in being the first impression
- Values responsiveness, ownership, and clarity
- Notices patterns others miss
- Enjoys solving small problems before they become big ones
- Understands that how we do things matters just as much as what we do

Skills

- A positive, solution-oriented attitude and mindset
- Organizational skills including ability to manage small details.
- Self-awareness/High Emotional Intelligence
- High ability to build and strengthen relationships.

Compensation and Benefits

- Excellent base pay (based on experience)
- FTI covers Medical Insurance 100% personal + 50% of dependents.
- Dental & Vision Insurance options
- 11 Paid Holidays
- Long Term Disability
- Wellness & Vacation Days
- Simple IRA with FTI match up to 3%
- Work/Life Balance

FTI Company Core Values/ Culture:

- How we serve: **Go the extra mile.**
- How we treat others: **Start with empathy.**
- How we communicate: **Be a straight shooter.**
- How we grow: **Hone your craft and be generous with it.**

<https://www.foundationtechnologies.com/company/culture/>

Foundation Technologies, Inc. offers a competitive salary commensurate with experience and an excellent benefits package. To apply, send resume & cover letter to: hr@foundationtechnologies.com

We are building something durable.

We want to grow, do meaningful work, and go home to our families proud of how we did it.

If that resonates with you, we'd love to talk.