

*We can handle it.*

## SERVICE COORDINATOR

### **Job Purpose:**

Efficiently coordinate engineers to provide and ensure an excellent customer service. To motivate/drive/support the team in line with Company objectives/targets whilst adhering to company procedures.

### **Person Specification:**

- Strong PC skills
- Good telephone manner, customer focused
- Strong interpersonal, planning, organisation, motivational and communication skills

### **Responsible for:**

- Planning Engineer Work and their Work in Progress
- Department Collation of Paperwork such as Timesheets, Job sheets etc
- All Service related Daily, Weekly or Monthly Monitors to be filled in.
- VOR/Standard Breakdown calls, intranet, attendance, first fix and response times to achieve customer Satisfaction
- Services completed with no overdues incl. COP SCA's and all Follow up work processed

### **Core Activities:**

- Coordinate a team of field based Engineers, utilising company technology tools, monitor engineer efficiencies and provide customer satisfaction i.e. Incident Management, Satellite Navigation System (TomTom) and Digital Pens
- Cover during absence/holidays for Service Coordinator colleagues
- Take incoming calls from Customers/Suppliers
- Customer liaison/Queries
- Engineer contact/Communication/Support
- Support S.C.A scheduling/Booking/Cancellations
- Instruct & authorise Sub-Contractors I.e. Tyre suppliers, coded welders etc
- Quotations/Estimates (within Escalation amounts)
- Electronic Planning Board, VOR, first fix & Log and keep update all Daily & Monthly Monitors
- Supply jobs/W.I. P No's, WIP Stats, Information & close off (Invoicing)
- Check & monitor Job sheets/Timesheets using Daily Opps Monitor
- Ensure a timely and efficient flow of Out-work purchase order's /GRN's logged and forwarded to Purchase Ledger dept.

- Accurate invoicing and timely collation of job sheets to invoices before posting to customers
- General Admin duties when required, incl: - Filing Memos Faxes Letters
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.

If you are interested in the above position, please send your cv to [HR@impact-handling.com](mailto:HR@impact-handling.com) , we would love to hear from you