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## SERVICE COORDINATOR

### **Job Purpose:**

To provide a point of contact for customers and Engineers. To Coordinate Service Engineers on a daily basis

### **Person Specification:**

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

### **Core Activities:**

- Take incoming calls from customers and action as necessary.
- Plan workloads and deploy engineers ensuring maximum efficiencies are maintained.
- Liaise with other depots, dealers and 3rd party service providers when customers are out of Depot area, ensuring that they respond within agreed timescales and provide an updated daily status report on any ongoing jobs.
- Log and provide key information to enable accurate and meaningful KPI's to be produced.
- Customer liaison/Queries/Quotations/Estimates
- Engineer contact/Communication/Support
- Check & monitor Job sheets/Timesheets using Daily Ops Monitor bringing any variances to the attention of the service manager
- Ensure parts requests are followed up to maximise efficiencies and reduce disruption/downtime to customers.
- Produce estimates for chargeable work using generic template.
- Cover during absence/holidays for colleagues
- General Admin duties, Incl. Filing, Memos, Faxes, Letters
- Authorise overtime in conjunction with the Service Manager, monitor and record on the internal log.
- Manage VOR machines to minimise downtime, ensuring all VOR parts are ordered in a timely manner to minimise downtime.
- Monitor holidays and sickness ensuring resident sites are covered and ensuring engineer utilisation is maximised.
- Ensure all SLA's are achieved.
- 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