




We can handle it.

SERVICE COORDINATOR

Job Purpose:

Working as part of a dedicated service team, this frontline role will encompass a variety of duties, from the distribution of breakdown jobs to our service engineers, to the processing of service documentation:

The ideal candidate will have the following:

- Experience working in a service office environment with mobile engineers
- Ability to work to deadlines whilst maintaining high level of attention to detail
- Used to Teamwork in a fast pace environment/working under pressure
- Good knowledge of PC literacy, including Word and Excel
- Strong interpersonal, planning, organisational, motivational skills and using own initiative
- Proactive approach to Problem solving / Enthusiastic / Flexible

The role does require contact with internal Departments and External Customers/Suppliers, so excellent communication skills are a must. To provide and ensure an excellent customer experience. In Addition, skills to motivate/drive and support the Service team.

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 and 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 and 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 Martyn.Blount@impact-handling.com - we would love to hear from you