

Role: Service Coordinator

Location: Doncaster

We are recruiting for the above key role and are inviting internal applications. 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-paced 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.

Skills and Experience – Service Coordinator

- 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)

IMPACT

CAT
Lift Trucks

KONEGRANES
Lift Trucks

cæter **Rocla**
Dutch Forklift Trucks



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- 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, Emails 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 vacancy, **please Apply Now!**

We can handle it.