

Stertil House
Unit A, Brackmills Business Park
Caswell Road
Northampton
NN4 7PW
Telephone: 08707 700471
Fax: 01604 765181



Job Specification

JOB TITLE

Help Desk Coordinator

Expiry Date for Applications

Job Type

Post Type

Site

Salary / Bonus

Holidays

Line Contact

Help Desk Coordinator

Full Time – 40 Hours

Office based Northampton

OTE £20k - £21.5k

20 days (1yr) 23 (2yr) 25 (3yr) + Bank Holidays

Service Office Supervisor / Team Leader

MAIN PURPOSE

The main purpose of this role is to coordinate the service office Help Desk activities to ensure that customer requests, instructions and queries are dealt with efficiently and passed to the correct person within the service department and wider business as a whole. This role requires a well organised methodical and flexible approach to work, excellent customer service and communication skills with a calm approach to problem solving. Staff will be actively encouraged to suggest improvements in current working processes and are required to be flexible in their approach to meeting the departments ever changing requirements as a result of constant process development in a fast-paced environment. You will be a key person in our Help Desk team and within the overall service department set-up.

RESPONSIBILITIES

- Monitoring our Service Help Desk email inbox, filtering and forwarding as required.
- Answering incoming telephone calls from customers and engineers.
- Receiving enquiries from our engineers and service sales team.
- Assisting customers on any queries or escalations
- Monitoring our key account portals to ensure these are updated daily.
- Forwarding site attendance / breakdown requests to the relevant area coordinator
- Ensuring POs received are forwarded to the correct team member to convert.
- Assisting with converting quotations received from customers.
- Providing updates to customers on converted quotations and monitor SLA tracking from start to finish to ensure lead-times are met.
- Engage with customers to obtain service quality and delivery feed-back
- Liaising with other Stertil departments within the business as required.
- Communicating with our factories to obtain delivery information.
- Assisting with continual improvement aims and ambitions of the department.

The above is an outline of the role that may be subject to change and review from time to time to suit the overall needs of the department and the business.

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QUALIFICATIONS

- Educated to an above average standard in Maths & English

EXPERIENCE

- Evidence of IT experience with the use of Word and Excel
- Ability to manage multi task to a set time scale in a fast-paced environment
- Previous experience of working in a customer service focused environment