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## Job Specification

### JOB TITLE

#### Service Co-ordinator

<b>Expiry Date for Applications</b>	-	<b>31 January 2022</b>
<b>Job Type</b>		<b>Service Department Coordinator</b>
<b>Post Type</b>		<b>Full Time</b>
<b>Site</b>		<b>Office based Northampton</b>
<b>Salary / Bonus</b>		<b>OTE £21,000 to £22,500</b>
<b>Holidays</b>		<b>20 days (1yr) 23 (2yr) 25 (3yr) + Bank Holidays</b>
<b>Line Contact</b>		<b>Service Office Team Leader / Lead Coordinator</b>

### MAIN PURPOSE

The main purpose of this role is the administration and coordination of all aspects of the service offered to our customers. The role includes taking customer orders, issuing work to engineers, closing jobs and invoicing. You will be required to assess individual agreements / jobs for business profit targets and negotiate with customers with regard to price. The role requires a well organised approach to work, accuracy and a person with commercial awareness. 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.

### RESPONSIBILITIES

- Creating calls received from customers onto the operating system
- Allocating engineers
- Reassigning engineers for additional visits
- Create additional visits
- Back-office call updates
- Billing / invoice requests
- Proformas
- Quotation processing
- Purchasing
- Preventative Maintenance scheduling
- Spare requests
- Daily work scheduling
- Covering additional areas during holidays
- Customer account creation
- Customer queries

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.

### QUALIFICATIONS

- Educated to an above average standard in Maths & English
- Evidence of computer literacy in Word and Excel

### EXPERIENCE

- Evidence of previous scheduling experience preferred
- Ability to manage & multi task to a set time scales in a fast-paced environment