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## Job Specification

### Job Title - Maintenance Coordinator

<b>Expiry Date for Applications</b>	-	<b>May 2022</b>
<b>Job Type</b>		<b>Maintenance Coordinator</b>
<b>Post Type</b>		<b>Full Time – 40 hrs</b>
<b>Site</b>		<b>Office based Northampton</b>
<b>Salary / Bonus</b>		<b>OTE £23,00 to £24,500</b>
<b>Holidays</b>		<b>20 days (1yr) 23 (2yr) 25 (3yr) + Bank Holidays</b>
<b>Line Contact</b>		<b>Service Team Leader &amp; Lead Coordinator</b>

#### MAIN PURPOSE

Working a part of the service team, the main purpose of this role is the coordination of all aspects of the maintenance activity offered to our customers. The role includes arranging pre-booked maintenance visits, 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. An excellent telephone manner is required and customer service focused skills are essential. 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

#### RESPONSIBILITIES

- Creating calls received from customers onto the operating systems.
- Allocating and scheduling engineers on a daily, weekly and monthly basis.
- Reassigning engineers for additional visits or rescheduling as required.
- Create additional visits.
- Sending out maintenance agreement renewals and reminders.
- Issuing completed maintenance sheets to our contract customers.
- Billing / invoice requests.
- Updating spreadsheets for prepaid contracts.
- Quotation processing.
- Arranging site specific access equipment and requirements.
- Managing the Electronic Maintenance scheduler daily, weekly and monthly.
- Inputting hand-over information for newly completed installations.
- Issuing monthly reports
- Answering customer queries, following escalation processes to achieve satisfactory outcomes.

Whilst the above is a broad overall of the role, this may change from time to time to suit the needs of the business.

#### QUALIFICATIONS

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

#### EXPERIENCE

- Evidence of customer service experience
- Ability to manage and multi task to a set time scale in a fast-paced environment
- Geographical knowledge of the UK
- Use of IT Microsoft and Excel.