

Service Coordinator – Dunsfold, Surrey

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 / site-based engineers
- Ability to work to deadlines whilst maintaining a high level of attention to detail
- Used to Teamwork in a fast pace environment / working under pressure
- Experience of using an ERP system, such as Protean, Autoline, SAP or similar
- 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, i.e. Protean, Autoline, Incident Management, Satellite Navigation Systems
- Monitor engineer efficiencies and maximise utilisation
- Provide customer satisfaction through high levels of communication at all times
- First point of contact for customers – build & maintain relationships, and respond to queries
- Take incoming calls from Customers and Suppliers
- First point of contact for engineer communication and support
- Ensure all scheduled maintenance work is completed within the time period and all breakdowns are responded to promptly, ensure all follow up work opportunities including damage are captured
- Instruct & authorise Sub-Contractors, raise Quotations/Estimates (within defined Escalation amounts)
- Daily invoicing of completed jobs in an accurate and timely manner
- Cover during absence/holidays for Service Coordinator colleagues
- General Admin duties when required
- 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 believe you have the necessary skills to fulfil this role, please send a copy of your current CV and covering letter marked 'Strictly Addressee Only' to **Chris Morris** or email to info@granthandling.com

The above list of job duties is not exhaustive, and a full Job Summary will be provided at Job Interview stage.

Closing Date: 31st August 2020