

Service Co-ordinator

Overview – To ensure the smooth running of the service department and support the improvement of company procedures.

Key Responsibilities:

- Answer incoming service calls.
- Book routine and reactive maintenance appointments.
- Liaise as necessary with service engineers.
- Follow up repeat service calls.
- Order appropriate equipment for service engineers.
- Input and update Maintenance Planner within Client Relationship Management software (simPRO).
- Process customer card payments.
- Facilitate compliance with NSI maintenance performance.
- Support Contract Delivery Manager.
- Attend staff meetings as required.

Key Skills

- Excellent organisational skills.
- Ability to prioritise tasks and manage workload.
- Excellent interpersonal, oral and written communication skills.
- Flexibility and adaptability to changing workloads.
- Problem-solving approach to work.
- Competent use of Office 365.

Part time (20 hours) over 4 or 5 days

Salary – £12,000 per annum

Company pension

28 Days holiday (including Bank Holidays) pro rata