



JOB DESCRIPTION

Job Title:	Service Coordinator
Department:	Field Service - Whittlesey
Company / Division:	Aftersales
Reporting to:	Depot/Branch Manager
Main job purpose: <p>Be the first point of contact for all central east region customer inbound enquiries then coordinate all required works with engineers, customers and suppliers to ensure jobs are completed on time in line with customer expectations, service level agreements and internal KPI's.</p> <p>Process and manage jobs from enquiry to invoice whilst maintaining required databases and portals accurately and efficiently.</p> <p>Support the Manager to ensure the Depot is maintained and compliant with required standards.</p>	
Key duties and responsibilities: <p><u>Customer focus</u></p> <ul style="list-style-type: none">• Be the first point of contact for enquiries, queries and disputes via phone, email, in person• Ensure enquiries are dealt with professionally, effectively, and efficiently• Populate and maintain effective planner to ensure works are completed on time• Proactively manage all "units down" to ensure they are returned to service in line with expectation• Speak with field engineers daily via phone and workshop engineers in person• Ensure all customer concerns are logged using appropriate process <p><u>Administration</u></p> <ul style="list-style-type: none">• Ensure engineers work sheets are processed and sent to customer with invoice as required• Ensure accurate notes are updated on all jobs, databases, and portals• Manage purchase order numbers to ensure suppliers and customer invoices are paid• Manage customer portals and ensure they are up to date and compliant• Carry out daily administration not limited to loading of parts, purchase order numbers, raising jobs, invoicing all jobs, processing timesheets, and raising credit notes• Source parts when required for service repairs and preventative maintenance jobs• Administer stock holding to ensure parts are available when required• Process new, and renewal, maintenance agreements• Maintain and review the work in progress (WIP) to ensure all jobs are being actioned• To produce contract specific reports and participate in review meetings where required to analyse current service measures and performance• Support the manager to ensure the branch is open daily and maintained to the expected standards for accreditation and customer experience purposes• Cover work for the wider team during busy period and for periods of absence• Carry out any additional requirements and tasks as requested by your line manager <p><u>Personal requirements</u></p> <ul style="list-style-type: none">• Ensure business values and processes are adhered to• Ensure you comply with all required Safety, Health, Environmental and Quality processes	

**Skills, Qualifications and Experience required:**

- Good communication skills and the ability to work on your own initiative
- Be an effective team player and actively contribute to our continual improvement culture
- Computer Literate including all MS Office Applications
- Self- motivation and a positive attitude
- Excellent written and oral communication skills
- Excellent attention to detail. Willing to challenge current processes.
- Ability to complete high volume of work activity
- Ability to work under pressure and prioritise workload.

Regular interactions required for job role:

- Customers
- Customer service team
- Service management
- Directors
- Internal departments
- External customers and suppliers

Measurement - Key Performance Indicators:

- All jobs to be invoiced within 48 hours of physical job completion
- Achieve minimum daily invoicing target agreed with manager
- Ensure PM's and Inspections are achieved on time with zero overdue
- Daily timesheets processed fully before 11am daily
- Achieve minimum of 90% engineer productivity using ERP reports as the measure

This Job Description is a specific description of the job role created in line with job requirements and Whale Tankers Ltd. policies and procedures.

Copies of these documents are available from your Line Manager.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____