

Job Description

Job title	Service Coordinator
Reporting to	Service Manager
Summary	<p>The Service Coordinator will provide professional administrative support to the service contracts we manage from our Harlow Service Centre.</p> <p>The administrative duties will be varied in nature and involve but not be limited to; entering and extracting data using the eEquip database, creating and monitoring reports, ordering spares and other general administrative duties.</p> <p>They will build long term relationships with customers, subcontractors, and staff to ensure responsiveness and support to customers.</p>
Key results / objectives	<p>Primary duties:</p> <ul style="list-style-type: none"> • Administer external subcontracts as necessary including liaising with 3rd parties when equipment has been sent away for repair. • Manage and file documentation such as delivery notes, forms, and relevant paperwork. • Attend and take minutes at the regular department meetings. • Operate the workshops help desk routing calls to the correct staff members and logging jobs. • Create orders / requisitions as required. • Receipt and label spare parts and other goods on delivery and create a delivery note as parts goods and other services are received. • Work closely with the MTS team regarding ordering. • Request credit notes from suppliers where errors occur. • Check service reports from MTS engineers/TA, subcontractors and log / store the data, as necessary into CMMS. • Maintain safe working practices. • Help in exceeding contractual KPIs. • Report directly to the Service Manager.
Skills / experience	<ul style="list-style-type: none"> • Have excellent customer relationship skills. • Advanced knowledge of MS Office IT packages. • Excellent organisational and communication skills. • Ability to well-manage their workload and prioritise, as necessary. • Good analytical skills.

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Working conditions	As per contract
Location	Harlow Service Centre – Base. Other MTS premises and customer premises as required.
Holidays	Refer to Contract

Approved by:	Head of Operations and Quality
Date approved:	3 rd February 2023
Reviewed:	