



JOB DESCRIPTION

Job title
Service Coordinator
Name of person or job role reporting to
Responsibilities
<ul style="list-style-type: none">• Log client requests and create cases, monitor, control and manage these works to ensure these works are planned in daily using the service planner on a daily basis.• Using PPM planner to create scheduled service visits for our own Mobile Engineers and sub-contractors to meet customer expectations and company objectives.• Request RAMS for subcontractor visits• Appropriate notification of planned appointments to customers/clients as per maintenance schedule/contract requirements• Communication and issue of work orders to field based engineers either via our electronic job issue system or telephone as required• Liaise between customer and operations management to ensure smooth operational delivery• Co-ordinate and manage tasks to ensure maintenance delivery within allotted budget and timescales• To compile quotations for repair works noted from engineer reports, phone calls received in on a daily basis and from sub-contractor quotations, passing them to Operations Manager for approval and then issuing to the customer.• To create purchase orders for materials required for works from Engineers and to order materials from suppliers in advance of works being carried out, Goods receive materials.• You must have a good knowledge of customer spend limits on reactive jobs and have the ability to apply for additional monies when required• Progress any Tablet faults with the IT support facility reporting any issues experienced.• Make sure compliance is maintained with company policies, procedures, processes and standards• Timely progressing of Jobs through to work complete status including scanning documents as required• Check billing reports for accuracy• Complete Valuation build up for invoicing• Upload engineer and subcontractor paperwork onto customer Portals• Provide report to Operations Manager weekly on all Open jobs and progress / status• Input as required to support Operations Manager with production of client reports• Active involvement in regular WIP reviews and work to reduce WIP levels• Identify problems in specific jobs and resolve them quickly and in a timely manner• Follow standard operating procedures for efficient business operations• Maintain clear and accurate operational documents for all work undertaken• Timely provision of all documentation upon work completion as per maintenance schedule/contract requirements• Accurate and timely data input from job reports as required via office systems• Check engineers timesheets for accuracy• Liaison with operational management regarding daily workload planning and management



- Build relationships with client representatives and represent Richard Irvin in a professional and positive manner at all times
- Electronic data management and filing of job records and other documentation as required
- Undertake specific project duties as required by the Operations Manager and Business Unit Leader
- In addition to your normal duties, you may occasionally be required to undertake additional work necessary to meet the needs of the business, without additional remuneration

Qualifications/Experience

- Good working knowledge of computer packages; Word, Excel and Outlook
- Excellent telephone skills and manner
- Effective communication skills both oral and written
- Experience working within a multi discipline office environment
- Experience working independently, on own initiative, and as part of a team
- Ability to organize own workload, respond quickly to changing priorities, often under pressure
- Ensure work is of the highest standard and that deadlines are met
- Demonstrate excellent organizational, multi-tasking and time management skills
- Excellent attention to detail and accuracy
- Ability to develop effective working relationships with peers, line managers and with external customers and clients

I hereby agree that I have read and understood the job description.

Signed

Date

Name