

# EXTERNAL VACANCY

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## Senior Service Co-ordinator

### The Opportunity

An excellent opportunity has arisen for the role of Senior Service Coordinator in Leeds reporting to Mark Hargrave, Service Team Leader. The department has a responsibility to provide service, maintenance and repair solutions. The role includes communication with Airedale's customers and ensuring that their expectations are met and to undertake the organisation of Planned Preventative Maintenance, unscheduled reactive repairs, and ad-hoc installation activities within the Airedale Service team

### The Role

As client requirements and department workload dictates, the role will involve the performance of all activities listed below. You may however be asked to routinely focus on particular areas of work and only perform others when the demand in that area is high.

- To take responsibility for the delivery of all services at nominated contract accounts
- To attend customer meetings (both via video conference and at customer sites) to support delivery and relationships
- To produce monthly performance reports
- To report on the financial performance of your nominated contract accounts
- Liaise with Technical and Operational colleagues to plan and organise PPM activities according to the required contract schedules, ensuring no incidences of late PPM delivery
- Organise ad-hoc small works according to the resources available and the needs of the customer
- Liaise with Technical and Operational colleagues to mobilise appropriate resource for emergency responses and reactive works, ensuring that all SLAs are understood, and actions support their achievement
- Use the Service Job Management system to raise and manage tickets to ensure all work is fully documented
- Liaise with service delivery partners, suppliers and sub-contractors to deliver works
- Produce engineer job sheets for all activities undertaken
- Be the first point of contact for telephone enquiries, ensuring the calls are routed appropriately
- Produce quotations for required remedial and other small works
- Raise supplier purchase orders and liaise effectively to track expected delivery timescales
- Liaise with the Airedale Finance team to ensure accurate and timely invoicing of works
- Be a contributor in developing models for Service delivery including pricing and performance

### Desired Skills/Experience

The successful candidate should have the following skills and experience:

- Accuracy/ attention to detail is imperative to this role
- Excellent telephone manner and ability to gain the correct information from the customer
- Ability to multi-task as it is a very busy and involved role
- Ability to work through tasks in a disciplined and organised manner
- Ability to operate on own initiative and priorities workload accordingly
- Competent PC skills (SAP and Microsoft Office)
- A conscientious and enthusiastic team player with a confident manner
- Customer service skills

Training will be provided for the right applicant to develop the skills & knowledge required for the position.

Please send your CV to Rachel Phillips HR by 13<sup>th</sup> August 2022