

# SERVICE Co-ordinator

## Job Description

**Job Title:** Service Coordinator

**Location** Ivybridge

**Reporting to** Service Manager

**Job Role** Operating within AEP Ltd Service Department and following Processes and Procedures.

- Booking & Planning Engineers Work in Accordance to Service Schedules & Projects
- Processing Engineer Job Sheets & Waste Transfer Notes
- Processing Customers Enquiries / Orders
- Quotes and Pro-Forma Invoices
- Ensure all Jobs are Picked
- Processing Completed Service Job Sheets
- Scanning / Filing & Completion of Documents

### **Detailed**

- Action incoming calls or emails which include: passing/transferring, customer enquiries, parts ordering, service visit, breakdowns, new plant enquiries.
- Run the service schedule on SAP
- Collate into postcode order and create list to work from.
- Consult with Service Manager & Coordinator and plan work accordingly.
- Booking in with customer, overcoming objections where necessary, selling service
- Create job sheets / waste transfer notes & sales orders.
- Record in the diary & / or outlook calendar.
- Check parts are in stock and where necessary order parts or liaise with purchasing
- Processing the returned job sheets and converting the sales order to a delivery note.
- Close service calls and ensure the next service date is correct on the equipment card.
- Report to service manager remedial works required and quote accordingly upon further instructions.
- Contact customer for remedial works after quotation has been submitted, continue to chase.
- Weekly scanning / filing of job sheets and waste transfer notes.
- Daily look at the customer 'Credit Hold' report and identify possible service calls this will affect.
- Processing supplier warranty claims.
- Sourcing parts for service visits / remedial works by obtaining a quote from supplier; then quoting the customer.
- Monitoring arrival of parts and scheduling work accordingly.

### **Additional Responsibilities:**

- Office administration and stationary supplies.
- Assisting stores with picking of job sheets if assistance is required.
- Advising 'Purchasing' of any items ordered for specific jobs and dates required etc.
- Keyholder responsibility for Ivybridge Depot when required.

You are required to adhere to the company standard terms and conditions of employment and to be aware of your duties as an employee of the company regarding the quality management system, general standards, health and safety and confidentiality.

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