

JOB DESCRIPTION

Service & Support Co-Ordinator

Job Title:	Service and Support Coordinator
Salary:	£market rate
Type:	Full-Time, Permanent
Department:	Service & Support Department
Location:	High Wycombe, Buckinghamshire
Report to:	Service Operations Manager
Benefits:	Private Health Cover

Main Purpose of the Role

The Service & Support Co-ordinator will support both high net worth individuals and high-end corporate companies who have Audio Visual, Video Conferencing, IT, Access Control or CCTV systems installed which may have been installed by Smartcomm or an alternative company. Customer service and continuous communication with our clients is essential and key to this role, so a great telephone manner and pride in customer service is essential.

Operating within the Service & Support Desk Team, you will be responsible for handling calls from Smartcomm clients, working closely with our technical support team to understand the fault and action required, scheduling engineers in line with service level agreements where required, relaying any costs back to the customer and liaising with the procurement team, logging the entire process on CRM/computer system.

A suitable candidate for this role will remain calm and professional under pressure and perform in a dynamic and flexible fashion. Additional responsibilities of this role include creating Cost Sheets, Service Agreements, Proposals and Quotes.

Good organisation skills and being able to manage multiple tasks and enquiries is key, as is ensuring that follow up calls, communication and engineer visits are scheduled and completed to ensure high levels of pro-active customer service at all times.

Main Responsibilities

- 1) Answer, screen and transfer inbound phone calls.
- 2) Receive and make calls to high end customers, working towards a good relationship with regular customers always empathising and working towards a solution the earliest possible
- 3) Work with the Service & Support team providing support to the Service & Support Director and Service Operations Manager
- 4) Liaise with the Service & Support technical team to provide information and quotes to our clients
- 5) Schedule engineer's in line with each client's service level agreement
- 6) Relay the costs to the customer whilst documenting the process and inform accounts department

- 7) Ensure that record keeping is at its best and up to date to include spreadsheets, Axis, Ticketing, Service & Support diary, filing, sending and storing service reports.
- 8) Responsible for the creation of Cost Sheets, Service Agreements, Proposals and Quotes
- 9) Constant contact with procurement department, always reassuring that orders are documented, placed and received properly
- 10) Update and coordinate engineer's calendar in accordance with logistics and client priority
- 11) Keep open lines of communication with clients, ensuring they are kept up to date with progress and on completion of works providing them with a written report
- 12) Maintain CRM/computer systems and keep up to date
- 13) Create client monthly/quarterly/ weekly service reports
- 14) Complaint Handling – deal with any client complaints and escalate as required.
- 15) Liaising with Property Management Companies for defect liabilities

Qualification and Experience

The ideal candidate will be an enthusiastic individual with a good telephone manner and a desire to learn and progress within the organisation. Good computer skills are essential, in particular experience using Microsoft Outlook, Word and Excel, ideally up to intermediate level.

Key Skills & Achievements

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
Excellent interpersonal and communication skills	Minimum 5 years office-based customer service (high level) experience
Ability to coordinate multiple scheduling over varying time periods	Prior experience in a technology company
Meticulous and proven organisational skills	Live within a 10 mile radius of High Wycombe
Flexible and able to multi-task under pressure	
Ability to negotiate and persuade to meet goals	
Attention to detail and methodical in record keeping	
Demonstrate a high level of empathy with customers, very strong customer service ethos, good complaint handler	

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk.