

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 residential high net-worth individuals and high-end corporate companies who have Audio Visual systems including Video Conferencing, IT, Control Systems, screens, cinemas and digital signage installed. These systems may have been installed by Smartcomm or an alternative AV integrator. Customer service and continuous communication with our clients is essential and key to this role, so a good telephone manner and written communication (via email) is essential.

This person will be office based, Monday – Friday, 08.30am – 5.30pm and will receive calls from Smartcomm’s clients. Attention to detail and information gathering is crucial. In turn, they will then liaise internally with Smartcomm’s Technical Team who will diagnose the fault and advise next steps/ best course of action, whether this is for telephone support (provided by the Technical Team) or whether an engineer’s visit is to be scheduled, in line with Service Level Agreement. Should the client not have a service agreement in place, a quote will be raised for approval. Once approved, a job number is issued, and Finance advised. Upon receipt of cleared funds (advised by Finance) an engineer’s visit is arranged. This is the same process should parts be required.

Throughout this process, a ticket is to be raised via Axis (Smartcomm’s ticketing system) and updated continually until resolution and completion.

The candidate should have the ability to remain calm under pressure whilst empathising with the client. Excellent organisation skills and being able to manage multiple tasks and enquiries is key as is communication, i.e. ensuring any follow up needed is conveyed both externally, to the client, and internally, with the Technical Team and or engineers.

A proactive approach and positive attitude are essential.

Main Responsibilities

- 1) Ensure high levels of pro-active customer service at all times.
- 2) Provide regular contact with all our customers, building relationships and showing empathy whilst working towards finding solutions, in a timely manner.
- 3) Work with the Service & Support team providing support to the Service & Support Director and Service Desk & Operations Manager.
- 4) Liaise with the Service & Support technical team to provide information and quotes to our clients.

- 5) Schedule engineers in line with each client's service level agreement.
- 6) Manage the engineer's diary ensuring sufficient time to travel to/from each site as well as coordinating their time on site.
- 7) Should costs be incurred to the client, relay these costs to the customer whilst documenting the process.
- 8) Responsible for the resolution of all reported faults from first point of contact through to completion.
- 9) Constant contact with procurement department, always reassuring orders are documented, placed, received, and return engineer visits booked, as necessary.
- 10) Handle all client complaints, calmly, professionally, and comprehensively. Should escalation be necessary, involve the Service & Support Manager as required.
- 11) Liaise with Property Management Companies/Main Contractors for defect liabilities.
- 12) Ensure record keeping is at its best and up to date to include spreadsheets, ticketing systems and the Service & Support diary as well as sending tickets/reports to clients on completion of works.

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 others 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