

JOB DESCRIPTION

Job Title:	Field Service Co-ordinator
Department/Cost Centre /Location:	Sutton/CDB Field Service
Company / Division:	Mitchell Diesel Ltd
Reporting to:	Field Service Supervisor
<p>Main job purpose: Be the first point of customer contact to ensure enquiries are dealt with professionally and efficiently. Co-ordinate all required works with engineers and customers to ensure that jobs are completed on time achieving both customer and internal KPI's. Process and manage customer and internal inboxes ensure customer experience is positive leading to loyalty and retention.</p>	
<p>Key duties and responsibilities:</p> <ul style="list-style-type: none"> • Coordinate engineer activity daily • Be the first point of contact for all customer enquiries, queries and disputes via telephone and email • Create quotations for customers where required • Raise job and purchase order numbers • Ensure all jobs are costed accurately in readiness for invoicing • Support parts identification where required and place parts orders on the system • Create service level agreements alongside internal and external contacts • To actively monitor and update customer web based systems and emails on a daily basis ensuring works are covered and monitored • Provide suitable cover in the absence of other team members • Communicating courteously with customers by telephone, email, letter • Writing reports analysing the customer service levels • Ensure timesheets are processed and labour hours are inputted daily • Validate all worksheets and invoice where possible within 2 days of job completion. Inform relevant departments if further action required • Provide relevant reports and forecasts as and when required by the Branch Manager • Attend training to develop relevant knowledge, techniques and skills. • Adhere to health and safety policy and other requirements relating to care of equipment. • Ensure all customer complaints are communicated to the Branch Manager which must be logged on TCMS • Ensure compliance with Quality, Health, Safety and Environmental Systems requirements as defined in the Turner Quality Procedure and Work Instructions 	

JOB DESCRIPTION: (Cont'd)

<p>Skills, Qualifications and Experience required:</p> <ul style="list-style-type: none"> • Strong interpersonal skills and an ability to build rapport with customers • Previous sales experience and an organised approach to work • Communication skills that allow you to inform, help and advice customers clearly and to liaise effectively with other professionals • Ability to listen then understand what our customers require • Problem-solving in a variety of situations • Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations • Creative thinking, to be able to come up with new ideas to improve customer service standards • An ability to work well under pressure and multi-task • Organisational and planning skills to assist in developing customer service policies • Computer literate with ability to demonstrate competence in Microsoft Office Word, Excel, Powerpoint, Outlook and Mitchells computer systems • Ability to work using your own initiative to meet required objectives
<p>Lines of communication: (Outline key contacts on a regular basis as required by the job)</p> <p>Branch Manager Field Service Coordinator Internal teams and departments Customers Field Engineers</p>
<p>Measurement – Key Performance Indicators and accountabilities:</p> <ul style="list-style-type: none"> • Invoice worksheets within 2 days of job completion • Engineer utilisation and productivity • Meet or exceed daily invoicing targets • Meet agreed service response times • Invoice Margin: analysis and reporting weekly • All customer portals and 'in box' to be checked and processed daily
<p>ANY OTHER DUTIES / RESPONSIBILITIES: Any other reasonable duties or project related tasks as requested by your Line Manager/Directors.</p> <p>Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.</p>

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____ Date: _____

(Employee)

Signature: _____ Date: _____

(Manager)