

SERVICE COORDINATOR

- Salary:** £25,000 - £30,000 per annum (dependent on experience)
- Location:** Head office: Chesham, Buckinghamshire
- Company:** SHJ Medical Gas Specialists is a leading supplier of medical gas pipelines, solutions and services, and a market leader in remote monitoring and energy saving technologies.

We are committed to the highest standards of care and support for our customers and invest heavily in R&D to remain at the forefront of our industry.

Duties and responsibilities

Some of the duties and responsibilities associated with this role include:

- Liaise with customers and engineers to schedule and confirm site visits and/or works.
- Responding to call outs as required, ensuring minimal disruption to customers as well as ensuring attendance within SLA's.
- Ensure the planner board is kept up to date at all times, so as to give a true reflection of all works and activities.
- Ensure that all works are planned in efficiently and completed in a timely manner by engineers, escalating any recurring issues to service manager.
- Respond to customer requests for paperwork/info (i.e.RAMS, job reports, training certs, etc.)
- Assist service team with general system admin (i.e. keeping jobs on the field service management platform up to date and relevant).
- Ensure all RAMS required for works have been raised and supplied to customers, ahead of any scheduled works.
- Build strong client/customer relationships.
- Send PPM and Plant Service Reports to customers, along with Further Works Report on completion of works
- Processing all further works, to allow jobs to be completed and invoiced, and further works to be quoted for.
- Use the field management platform to effectively plan and monitor the progress of all quoted and service jobs, deliver a high quality service to our customers, and maximise engineer productivity.

- Ensuring engineers/field Staff are using and updating PDA's correctly, and keeping their plannerboards up to date.
- Carry out any other ad hoc administrative duties or tasks deemed necessary, to support the business.
- Run 'Maintenance Service tool' each month to create required Service and PPM jobs, and ensure they have been raised correctly for all the required sites.
- Raising jobs when required (warranty jobs, completion jobs, call outs etc.)
- Raising parts requests in the field management platform for all jobs at "PO RECEIVED" for Stock controller to action, highlighting any jobs which require parts to be sent via courier.

Personal Qualities required:

- High degree of personal motivation
- Ability to work on own initiative and with minimum supervision
- Good communication skills
- Good problem solving skills
- IT literate
- Experience of CAFM systems

To apply for this position, please email kim.bowkett@shj.co.uk with your CV and a cover letter explaining why you think you would be suitable for this role.