

 AFS

Amthal

FIRE & SECURITY

PROTECTING WHAT'S PRECIOUS

JOB DESCRIPTION

POSITION TITLE: Service Co Ordinator

LOCATION: 1 Executive Park, St Albans, Hertfordshire, AL1 4TA

COMPANY OVERVIEW:

An Independently-owned electronic fire & security company; accredited by SSAIB, UKAS and BAFE; Amthal designs, installs, commissions and maintains tailored, modern and effective electronic fire & security systems. Amthal's focus is a very personal, customised service: understanding customer's needs, advising and recommending the most appropriate systems, installing everything with minimal disruption and providing the highest quality maintenance, support and assistance.

JOB OVERVIEW

A highly rewarding position providing job satisfaction within a strong and dedicated operations team. The successful candidate must be self-motivated and able to organise themselves, as well as contributing to the operational team, whilst delivering the highest level of customer service to all clients. The core function of the role is to schedule and co-ordinate the service engineering team.

DUTIES AND RESPONSIBILITIES

- Efficiently forward schedule multiple engineer diaries
- Organising & scheduling the field engineers on a day to day basis
- Answering emails & telephone calls from both customers and internal colleagues
- Completing the monthly service run process
- Administrating job reports from the field engineers ensuring worksheets are correct and checking them with attention to detail
- Responding to reactive works in a proactive way
- Working closely with all members of the operations team
- Working closely with the account managers to provide a high level of customer service to all accounts
- To provide cover to colleagues in the operations department when the need arises
- Organising remedial works following service visits



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Amthalfiresecurity



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Registered office: 1 Executive Park, Hatfield Road, St Albans, Herts, AL1 4TA

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LOCATION: 1 Executive Park, St Albans, Hertfordshire, AL1 4TA

SKILLS, COMPETENCIES & ATTRIBUTES




- Expertly handle all contact with our customers via telephone and email whilst ensuring the customer journey is seamless throughout
- Excellent verbal communication skills
- A positive, proactive and customer focused attitude
- To be a committed team member
- An ability to manage and prioritize your workload in a fast-paced environment
- A logical approach to your work
- Confidence in working with a variety of internal systems and willingness to learn new systems
- Operate with independence and integrity
- Being able to use your own initiative when completing day to day tasks
- Good spoken & written English
- Excellent time management skills enabling to meet all set deadlines
- To be a part of growing a sustainable dynamic business
- Excellent geographical knowledge for scheduling purposes




EXPERIENCE

- Comfortable using all Microsoft Office programs.
- You will be able to deliver unrivalled quality customer service
- A clear understanding of developing & managing a busy workforce of engineers
- Highly organised
- Experience in an office based environment

The above Job Description may change subject to the business needs and a new version will be given to the individual

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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