

Job Description

Role: Service Coordinator

Location: Hybrid – Home (&/OR) Office, St Albans, Hertfordshire, AL1 4TA

Company Overview

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems. Amthal Fire & Security (AFS) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members.


Integrated Protection Maintenance Services (IPL) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.


With a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.


Role Overview


An exciting opportunity for a driven individual who is looking to become part of an ambitious and growing business. You will be joining our established and successful organisation and become a valued member of our operations team. The role utilises the latest SaaS technology systems and requires continues two-way communication to successfully coordinate the engineering team. An individual with the ability to confidently learn and operate new software systems would thrive in this position.


All aspects of the role must be performed in line with the business's values to realise our vision by providing unrivalled customer experience and professional service to our clients. The position requires high levels of self-motivation, organisation and must be performed with integrity and dedication. In return we are committed to empowering and developing exceptional talent, maintaining our friendly and supportive environment to ensure we get it right first time every time.

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Duties & Responsibilities

- Answering emails & telephone calls from both customers and internal colleagues
- Administering job reports from the field engineers
- Responding to reactive works in a proactive way
- Working closely with all members of the operations team
- Working closely with account managers to provide a high level of customer service
- To provide cover to colleagues in the operations department when the need arises
- Utilising Amthal's and client's SaaS software packages including simPRO, Fix Flow & Pro Net

Skills & Experience

- Expertly handle all contact with our customers via telephone and email
- Deliver an unrivalled customer experience
- Excellent verbal communication skills
- A positive, proactive and customer focused attitude
- To be a committed team member
- An ability to manage and prioritise your workload in a fast-paced environment
- A logical approach to your work
- Confidence in working with a variety of SaaS 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
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- Comfortable using all Microsoft Office programs
- You will be able to deliver unrivalled quality customer service
- Highly organised
- Experienced in an office based environment

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.

