

Job Description – Service Co-Ordinator	
<b>Position Title:</b>	Service Co-Ordinator
<b>Company Background:</b>	<p>ABEC is a Building and Energy Management System Specialist. Our Product / Service Lines are;</p> <ul style="list-style-type: none"> <li>• New Build BMS &amp; PMS Projects (Contracting).</li> <li>• BMS &amp; PMS Maintenance and Remote Services and Monitoring.</li> <li>• Special Projects in existing buildings (FM's and End Users)</li> <li>• Energy Contracts and Projects</li> <li>• Smart Buildings (Analytics &amp; IoT)</li> </ul> <p>This is a fast-growing company operating in The UK &amp; Ireland and Europe with exciting growth and expansion plans. The main offices are in Tewkesbury and Wokingham with most of the workforce being mobile or remote.</p>
<b>Purpose of the Role</b>	<p>To co-ordinate the service contracts within a set region. It is a high intensity role demanding high levels of communication and planning skills.</p> <p>This is a great opportunity for someone who welcomes a fast paced and exciting environment in a growing business. The ideal candidate must be comfortable liaising with both staff and clients to ensure the planning of the service contracts are delivered to a high level of service.</p>
<b>Division/Department:</b>	Service
<b>Location:</b>	Tewkesbury
<b>Reports to:</b>	Service Co-Ordinator Supervisor
<b>Title:</b>	Service Co-Ordinator
<b>Type of position (FT, PT, apprentice etc):</b>	Full time
<b>Hours of work:</b>	Core hours are 8.45 am – 5.15 pm, Monday – Friday (Full Time)
<b><u>Duties and responsibilities in this position are:</u></b>	
<ol style="list-style-type: none"> <li>1. <u>Planning</u> <ul style="list-style-type: none"> <li>-Planning in PPM works</li> <li>-Deploying engineer diaries and notifying customers of visits.</li> <li>-Arranging callouts with customer and engineer.</li> <li>-Setting up callouts on JL &amp; construct</li> <li>-Scheduling in MX works including checking parts arrived.</li> <li>-Booking in training/ meetings/ project days/ sickness for engineers on JL</li> </ul> </li> <li>2. <u>Renewals &amp; New Contracts</u> <ul style="list-style-type: none"> <li>-Setting up new customers and contracts on Job logic. Requesting new customer forms where applicable.</li> <li>-Renewing existing contracts</li> <li>-Customer Welcome Packs &amp; RAMS</li> </ul> </li> </ol>	

-Keeping track of what has been renewed and what we have lost.

### 3. General

- Assisting service manager with customer reports for the region
- Assisting service manager with resource planning for the region
- Answering telephone - assisting customers/engineers with enquiries and re-directing calls to correct department/person where necessary
- Processing reports for PPM, MX & Callouts.
- MX quotes from Reports
- Billing jobs correctly (MX & Callout)
- Sub-contractor engineer management. Subby works are not dealt with through JL Formatting reports, creating quotations. Saving reports to customer file and then putting copies onto JL job for easy tracking.
- Sending copies of paperwork and dealing with emails with various customer queries.
- Checking the post visit list to tell Gordon if things can be invoiced.
- Attending review meeting with customers and service managers as necessary

### **Results required for this position:**

1. New Contract Planning achieved within timeframe.
2. Maintenance Extra Planning achieved within timeframe.
3. Customer Retention – retention rate on customer contracts exceeds KPI set.
4. MX Order Input – MX order input exceeds KPI set.
5. WIP Position – WIP Position is lower than KPI set.

### **Standards required for this position:**

1. I will always demonstrate the ABEC Core Values.
2. I will continually strive to achieve my objectives.
3. I will always be a strong advocate for ABEC.
4. I will adhere to the highest standards of ethical and professional behavior.
5. I will role model and adhere to the policies and procedures I create for the business.

### **Knowledge, skills and abilities needed for this position:**

1. Highly motivated and organized.
2. Able to work as part of a team or alone.
3. Excellent written & verbal communication skills.
4. Strong organizational skills and able to multi task.
5. A team player with high level of dedication.
6. Ability to work under strict deadlines
7. An analytical, enquiring mind.
8. Good IT Skills.

### **Experience which is needed for this position:**

1. Planning Software – Job Logic (Desirable)
2. Microsoft Office
3. Prior experience in Planning / Co-Ordinator role

### **Other/special requirements for this position:**

n/a