



## **Job Description for Service Sales Coordinator**

### **The Role**

The principal requirement of the Service Sales Coordinator will be to assist the Service Director with the sales of compressed air service contracts; which involves primarily quoting service and repair work and co-ordinating the service operation once the parts are received, picked and ready for despatch (by other staff members).

Primarily the Service Sales Coordinator will be based at the Company's head office.

The role of the Service Sales Coordinator in detail will involve the following:

- Reporting to and working directly with the Service Director;
- Quoting service and repair work for contract renewals, new contracts, breakdowns and one- off servicing work;
- Confirming proposed service dates with customers once service parts are received picked and ready for despatch;
- Managing customer breakdown work by coordinating the on-call engineer with customers (may involve out of hours working)
- Providing a fast and efficient communication service to the customers by way telephone or email;
- Sending sales confirmation to customers via email;
- Logging data using excel packages;
- Using bespoke database;
- Occasional face to face site visits to deliver service quotations.
- Normal working hours are 8am-5pm Monday to Friday (out of hours work may be required to effectively manage breakdowns)

### **The Person**

The ideal candidate would be able to demonstrate excellent communication, team-work, time-management and IT skills. Patience and honesty are all characteristics that would ideally suit this role.

Starting Salary: £20,000