

**Job Description****Role:**            **Technical Services Coordinator****Department:**   **Technical Operations****Reporting to:**   **Head of Technical Services****Summary:**

This is an exciting opportunity for a Services Coordinator to work in our Service Operations team. There is a mix of education and commercial customers, and the role provides support in administering the day to day operational needs of the Technical Services Team.

**Key Responsibilities:**

- Place and review purchase orders with suppliers either on the phone, by e-mail or direct on-line
- Investigate and Resolve any issues relating to delay/defect/rescheduling in the provision of products
- Manage the day-to-day purchase requirements of the Service Operations & Project Management Office
- Keep accurate records of purchase orders placed and any additional charges, in updating all projects record sheet
- Scheduling of engineers & subcontractors
- Liaise with all departments within EE & suppliers
- Log renewals on ConnectWise
- Registering of CarePacks
- Listen to customer questions and concerns and provide answers or responses
- Handle returns and complaints efficiently
- Record details of customer issues and action taken
- Arrange courier collections relating to returns
- Assign and update pre-sales records via ConnectWise
- Issuing PO's to subcontractors
- Pro services & Cabling monthly invoicing
- Ordering supplies for scheduled cabling jobs
- Hotel bookings for Pro services staff
- Monthly Rainbow sheet
- Weekly resource sheet
- Organising hire equipment when required onsite and issuing PO's as required
- Issue Pro Services PPE kit, regular stock checks, re-order when approved
- Carry out other general office tasks as & when required
- Our aim is that all members of the team will be multi-skilled to an appropriate level to provide support to a variety of roles during busy times or staff shortages

**Key Skills/Experience:**

- Strong awareness of the consequences and implications of actions
- Efficient administrative & organisational skills

- Ability to work on own initiative & proactively
- Ability to work effectively under pressure & to deadlines
- Sound working knowledge of Microsoft Office Packages
- Willingness to be flexible and work as a key member of a cohesive team
- Strong negotiation skills
- Strong verbal communication skills

**Desirable:**

- Minimum 2 years' previous customer service experience

**Interpersonal and communications skills**

- Excellent verbal and written communication skills
- Pro-active approach to work
- Excellent customer relations skills
- Ability and willingness to share knowledge across the team and with customers to aid learning and proficiency
- Be able to work unsupervised using your own initiative