

Service Co-ordinator

Powerworks Maintenance Services Limited

Salary / Benefits

Salary £19,000.00-£24,000.00 per year

Pension

Private Health Care

Job Contract

Full Time

JOB DESCRIPTION

Role Purpose:

Powerworks Maintenance Services Ltd provide ongoing maintenance and emergency service to a wide range of customers for their critical power needs and as a premier maintainer our reputation is second to none. We cover many sectors in which we work such as Healthcare and Bluelight services, Defence, Facilities Management, Education, Financial and the equipment we predominantly provide, and support is UPS Systems. However, we do also support IPS systems within the Healthcare Sector as well as designing, building and installation of data centres installing UPS, AC, Fire Suppression, Server Racks, Power Distribution and Monitoring, we also maintain many data centres.

Role Responsibility:

Due to ongoing growth in these areas, the company is now seeking to appoint another service co-ordinator to manage the Defence sector working closely with the client and Powerworks own team of Service and installation engineers to deliver PPM services and dealing with any issues arising.

Your responsibilities in this role, which reports to the General Manager, will include the following critical functions:

- To be responsible for the performance and renewal maintenance contracts with our customers
- Scheduling Engineers diaries
- Ensuring all reports are completed and returned by engineers, copied to customers and correctly filed in accordance with our ISO procedures.
- To provide quotations in response to engineers visits for repair work (eg battery changes, other chargeable work), and chasing customers for purchase orders for same.
- Ordering and monitoring of spare parts as required (including warranty spares)
- To provide monthly statistics as required for management meetings (eg no. of maintenance visits, call outs, value of renewed and new maintenance contracts, lost maintenance business, level of spares stock, problems concerning spares)
- To assist with the logistics and general administration of the company
- Any other duty required by a Senior Manager of the company

Required Skills / Experience / Qualifications:

- You will have excellent customer services skills be extremely organised with a strong problem solving 'can do' attitude.
- An understanding of a service environment would be preferred but not essential although you would have previously worked within an office environment and be proficient in Microsoft Programmes such as Excel, Word, Outlook etc.
- You enjoy talking to people and are great at creating trust
- Previous experience preferred but not essential
- Excellent communication skills both written and verbal
- Organized, dependable and motivated

Job Location:

Our offices are based in Gosport, Hampshire where you will be based.

Working Schedule: Full time, Monday – Thursday 09:00am – 17:00hrs, Friday 09:00am – 16:00hrs