



FIRE & SECURITY

continually building on success

**Job Title: Service Co-ordinator/Administrator - Fire & Security**

**Location:** Bestwood Village, Nottingham

**Salary:** Negotiable

**Hours:** Monday- Friday 8.30am-5pm

**Closing Date:** 31<sup>st</sup> December 2019

**Brief Outline:**

We are looking for an experienced Service Coordinator who will be an assistant to the Customer Service manager within the organisation. The Service Coordinator will be the main point of contact for the engineers within the company, Communicating with the engineers; handling diary management & allocating relevant parts will be some of the duties required

We are a specialist Fire & security company, NSI accredited and have been established for over 20 years. We operate nationally and offer Fire alarm systems, intruder alarms, access control and CCTV systems across the country.

**Key Responsibilities:**

You will be responsible for (but not limited to) the day to day function of the Administration Department and support of all relevant areas.

- Office based role in Bestwood Village Nottingham
- Assistant to Customer Service manager
- Dealing with facilities for the service engineers
- Dealing with inbound calls and queries from existing customers and clients
- Working closely with engineers on a daily basis, assigning new jobs to their workloads
- Communicating with the engineers; handling diary management & allocating relevant parts
- Collating any required paperwork & pass to Line Manager as instructed
- Maintaining database and spreadsheets and providing reports
- Using an in-house system to ensure of accurate tracking, action, completion & reporting of all in-bound activity recorded and collated
- Booking transport and liaising with third party organisations as required
- Various other ad hoc administrative duties

**Who we are looking for:**

- Customer service experience within an office environment, ideally within the engineering industry
- Experienced in a service environment dealing with engineers
- Experienced in Invoicing, small works and quotations and Maintenance visits
- A minimum of 5 GCSE's grades A-C including Maths & English
- The ability to prioritise workloads and adapt organisational skills to ensure business runs smoothly
- IT literate; with a strong working knowledge of Microsoft Windows, Word & Excel
- Proactive, logical and methodical, with a 'can-do' attitude and a willingness to learn
- Excellent communication and customer service skills
- Experience of SAP would be an advantage
- Competitive salary for a Service coordinator

**Points of Appeal:**

- Competitive salary
- Great opportunity for a service coordinator
- 8.30am- 5pm working hours
- 25 Days Holiday Per annum

**Applications complete with covering letter & CV to:** [careers@pwp-ltd.co.uk](mailto:careers@pwp-ltd.co.uk)

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[www.pwp-ltd.co.uk](http://www.pwp-ltd.co.uk)