

Job description

Service Coordinator

A vacancy has arisen for an experienced **service coordinator** within a business based in North London.

Are you a **highly organised** administrator? A true **team player** who **thrives** in a fast-paced, energetic environment. Are you **passionate about** delivering exceptional customer service? Can you solve problems and think on your feet? Do you possess an outstanding **telephone manner** and first class **organisation** and **prioritisation** skills? If the answer is “yes”, then we’d love to hear from you!

Our growing service department has exciting opportunities for an **experienced**, highly competent Administrator to join our team of Service Coordinators. Our clients are based throughout England with a strong focus on London, ranging from independent restaurants to bakeries.

Our Service Coordinators are essential in ensuring the timely and accurate scheduling of installation, routine maintenance and emergency call-outs and handyman visits. First-class organisation and attention to detail are essential to be successful in this role. The magic happens from our office in North London, so please consider it when applying, as we can’t offer work-from-home or a hybrid work system.

We are looking for a friendly, hands-on team player with excellent customer service skills, a “can do” attitude and, most important, experience in the service and maintenance industry. Applicants should be able to proactively problem solve and work well under pressure, display excellent interpersonal and communication skills, effectively escalate issues, and have a positive attitude to maintaining high standards at all times. You will need to work as part of a team. However, you should be able to work unsupervised using your initiative.

This is a very varied role covering all aspects of a service coordinator, logging calls from customers, organising engineers’ and handymen's day-to-day schedules,

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ordering equipment, and required parts – the ability to multi-task and knowledge of the industry is a must!

Service coordinator duties:

- Daily liaise, coordinate, and monitor engineers and handymen, plan, and schedule visits; and prepare materials and parts effectively to ensure works are completed to standard and within set timescales.
- Run & monitor daily progress reports, ensure these are updated, and the details are logged on the internal IT systems. Chasing all reactive open calls to ensure completion in the allocated timescale.
- Deal with general enquiries from clients and build long-standing effective relationships.
- If applicable, track engineers/handymen using tracking devices like Fleetsmart and Autonomies. Ensuring that working hours are recorded accurately and by the Caterglobe agreement.
- Monitoring stock levels and organising equipment transfers from our different warehouses in Ashford.
- Answering phone calls, addressing customer inquiries, and scheduling appointments.
- Create and send (repair/warranty/installation) reports on the same day of the visit.
- Prepare lists for the new installations and keep track of the bulk order.
- Respond to repair requests to all clients using emails, Pronett, Job Logic or any other platform.
- Order parts/materials and produce short quotations (soup kettle delivery, toaster delivery etc.) researching new items.
- Keep track of the ordered parts and print invoices.
- Produce daily, weekly, or monthly reports from small projects, keep track, and inform the client about the outcome.
- Maintain and continuously update the Maintenance Portals and provide administrative support where needed.
- Assist and keep the calendar updated (new installations, necessary callouts, deliveries etc.)



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- Interacts with directors and carries out their requests.
- Help and assist colleagues in resolving problems whenever necessary to cover the essential duties during their absence and train new colleagues.
- “Phone weekends” – cover every other weekend. Answer phone calls in case of emergency callouts, assign to an engineer on duty or correct subcontractor.
- Deal with routine queries by email, telephone and face-to-face.
- Undertake general administrative tasks.

Required Skills:

- **Proven experience as a service coordinator in the same or similar industry, minimum 3 years.**
- Outstanding communication, customer service and interpersonal abilities.
- Excellent organisational and prioritisation skills.
- Ability to work with little/no supervision.
- Excellent time management.
- Strong attention to detail.
- Ability to multitask.
- Knowledge of Pronett, job Logic and other maintenance portals (desirable).

Work hours:

- Monday 7:00 am to 4:00 pm
- Tuesday to Friday 8:00 am - 5:00 pm

Job Type:

- **Job Types: Permanent, Full-time**
- Salary: £26,000.00-£32,000.00 per year depend on experience
- **If you have any questions, do not hesitate to give us a call: 02089200817**



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