

Senseco Systems Ltd has an excellent opportunity to employ a Customer Service focussed individual, to join the Service Team as a Service Account Coordinator. The successful applicant will be personally supporting the Customer Service Team Leaders and the personnel within the Service team. This is a fantastic platform to a great career, with a dynamic fast-growing company.

**Job Description:**

Managing and maintaining the requirements, of Senseco Service clients within the Fire and Security systems industry.

- Liaising with Clients and Engineers to book in and confirm both planned maintenance and remedial works and complete any associated tasks. To be responsible for the delivery of works within KPI deadlines for all service visits and remedial works whilst checking that the jobs are financially viable and commercially correct.
- Providing Risk Assessment and Method Statements for planned maintenance or remedial works.
- Addressing all emergency call outs within stated KPIs
- Be responsible for maintaining a portfolio of clients, to include on occasion attending to site on client meetings. To build and maintain strong client relationships and uphold a positive reputation of Senseco Systems Ltd.
- Prompt and accurate response to client enquires to prevent them from escalating into complaints, escalating to the Team Leader and Management Team where appropriate.
- Undertake general administration duties relevant to your position including data entry and responding to emails and telephone calls. Be professional and customer centric at all times.
- Ensure all necessary paperwork is obtained and processed promptly including (but not exclusively) Worksheets and Purchase Order and in adherence to the company's ISO procedures. This includes the prompt receipt of purchase orders, chasing where not received and processing of engineer's worksheets.
- Ordering of all parts and equipment necessary to complete works, ensuring purchase orders are collated in most economical manner
- Ensuring prompt return of parts when necessary
- Provide estimating provision for all contracts and disciplines – to include identifying new sales opportunities and chasing up older quotations.
- Work towards targets set by both Team Leaders, in agreed timescale.

**Skills Requirements:**

- Computer literate
- Good written, oral and numerical skills. Excellent telephone manner.
- Excellent attitude towards career development.
- Excellent organisational skills, as you will at short notice be asked to oversee and deal with several items requiring the skillset of an organised individual.
- Ideally a proven history of success within a Customer Service environment.
- Ability to work as a team member, but on own when required.
- Demonstrate an ability to understand matters of a financial nature, and conform to budgetary constraints.
- Ability and desire to learn the legal and regulatory compliance for the Fire Industry.

Interested? Please send your CV to [emma.manuel@sensecosystems.com](mailto:emma.manuel@sensecosystems.com) – closing date for applications Friday 21<sup>st</sup> December 2018.