



Service Coordinator

Interfood is a specialist sole distributor in the UK and Ireland to many of the world's leading manufacturers of food processing equipment, ingredients and service.

Job Purpose:

- To efficiently link between our engineering, technical and sales departments to effectively manage the day to day business of these departments.

General Day-to-day tasks;

- Front line service desk, managing calls and enquiries by phone and email.
- Coordinating maintenance and breakdown jobs with the service managers.
- Maintaining the planning schedule.
- Administrating service reports, logs and documentation.
- Organising customer training.
- Arranging machine shipments and paperwork.
- Raising and administrating loan / hire paperwork.

Key areas of responsibility: - typical tasks will include:

- Responding to incoming service desk calls and emails.
- Planning and scheduling of engineers for maintenance visits and repair jobs.
- Day to day communication with engineers and customers, working closely with service managers and supervisors.
- Review and coordinate all completed service engineering paperwork.
- Arrange shipping quotes, raise all necessary paperwork and managing the job.
- Generate and issue loan / hire paperwork and administrate until closed.
- Support team members when required and undertake any other tasks that may arise.

Experience:

- Previous experience as a Service Administrator, Service Coordinator or similar.
- A background dealing with and scheduling field based engineers
- Excellent communication skills, both written & verbal
- Good administration and IT skills (MS Office products)
- Excellent accuracy and attention to detail.