

JOB DESCRIPTION

Position: Enterprise Service Coordinator, APAC
Reports to: Operations Manager, APAC
Location: Hong Kong

An exciting opportunity has arisen for an Enterprise Service Coordinator to join a fast growing technology company. AVMI is the UK's leading provider of Audio Visual and Video Conferencing solutions and is expanding rapidly overseas as well as developing a number of market leading innovations. This is a varied, fast paced role that would be well suited to someone with strong customer service experience that is looking to further their career in a challenging role.

As an Enterprise Service Coordinator, you will assist clients when their fault cannot be solved by the 1st line technical support team. The role will involve making decisions on how the request should be dealt with, what follow-up action is required and then channelling the information and requests to the relevant people for subsequent action. The role will be based in the Hong Kong Office.

ROLE AND RESPONSIBILITIES

- The single point of contact for all Enterprise clients for any queries they have across the business and redirect queries as required
- Responsible for the day to day logging and processing of equipment fault calls, both nationally and internationally
- Coordination of any repair works required, including in country manufacturers and repair centres
- Dealing with clients who wish to organise a callout; liaising with field service engineers to ensure that they attend the site in the requested time frame and resolve fault
- Liaising with Subject Matter Experts to expedite the resolution of fault
- Organising engineer attendance. Internationally with the assistance of our International partners ensuring that they attend the site in the requested time frame and resolve fault
- Creating and providing reports on client activity and carrying out regular reviews with Clients and international partners
- Organising delivery/collection courier ensuring that all necessary equipment is ordered and delivered
- Organising loan equipment and making sure all loans are accurately tracked, accounted for whilst on customer site and returned prior to job being closed
- Regularly updating customers with the progress of the repair within the agreed timescales
- Liaising with internal departments to keep up to speed with activity/changes on the Enterprise clients estates
- Ensuring client information is maintained on internal database
- Communicating with Enterprise clients to build an excellent long term service relationship
- Responsible for checking that all final paperwork is signed and correct and interacting with clients from order receipt to satisfactory completion

SKILLS REQUIRED

- Excellent communication, drive and decision making skills.
- Proactive and hard working in their approach to work
- Able to communicate well across all levels including communicating with international clients
- Good organisational skills, multi-tasking and the ability to work under pressure
- Customer service skills
- Previous experience in a customer service position is desirable but not necessary

LOCATION

Hong Kong Office and home working

WORKING HOURS

Coverage of core client office hours (flexible shifts between 07.00 – 19.00)

Flexible hours will be required to provide global cover

Working hours are subject to change to meet future requirements

OVERTIME

Occasional out of hours work and/or holiday work will be required

DRESS CODE

Smart office attire

ABOUT AVMI

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.

Education Level:	Diploma or above
Years of Experience:	Minimum 2 years' experience in service desk or front desk operations
Professional Certification:	ITIL would be an advantage
Languages:	English proficiency, both written and spoken
Employment Type:	Full-time