

JOB DESCRIPTION

JOB TITLE: Enterprise Service Coordinator
REPORTING TO: Service Team Leader
WORKING HOURS: 40 hours per week, 7am-7pm shift pattern Monday – Friday

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 channeling the information and requests to the relevant people for subsequent action. The role will be based in the Sunbury 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 centers.
- 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.

WHY WORK FOR AVMI

- Be part of a fast-growing company working with some of the world's biggest brands
- Ambitions to become a global player (recent office openings in New York and Hong Kong)
- An evolving business that provides great opportunity for development and progression
- Great team environment