

# JOB DESCRIPTION

**POSITION:** Service Coordinator – Level 1  
**DIVISION:** Service Desk  
**REPORTS TO:** Service Desk Team Leader

If you have a strong administrative background, are customer focused with an emphasis on providing a world class customer service, then AVMI has the right opportunity for you. 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.

The purpose of the Service Coordinator is to assist our clients with faults raised in an efficient and timely manner bringing all calls to a satisfactory closure. The role involves decision making and channelling information to the relevant people for subsequent action. Working within our large Service desk team, this busy and varied role will involve dealing with AVMI's impressive client base ensuring that a confident and professional level of customer service is being delivered.

## ROLE AND RESPONSIBILITIES

- Responsible for the day to day logging and processing of fault calls from clients.
- Coordination of any repairs and advance replacements.
- Dealing with clients who wish to organise a callout; liaising with field service engineers to ensure that they attend site in the requested time frame.
- Organising deliveries and collections ensuring that all necessary equipment is ordered and delivered to the relevant parties.
- Organising loan equipment ensuring it is accurately tracked and accounted for whilst on customer site and returned prior to job being closed.
- Allocation of engineering resource.
- Producing quotes and ordering of equipment.
- Regularly updating customers with the progress of the ticket within the agreed timescales.
- Communicating with clients to build an excellent long term service relationship.
- Responsible for checking that all final paperwork is signed and correct and that the job is closed to a satisfactory conclusion.

## RELEVANT EXPERIENCE

Must have excellent communication skills and have the ability to prioritize your workload in a busy and challenging environment. You will need to have a professional persona and be able to work well under pressure with a flexible approach to the working day.

- Capable of communicating effectively at all levels.
- Excellent face to face, telephone and written communication skills.
- Have experience of a customer service environment
- Ability to multi-task and work well under pressure.
- A good understanding of Service Desk challenges
- A logical approach to problem solving
- Have an analytical approach to problem solving and decision making.
- Good working Knowledge of Microsoft Office systems, specifically Excel, Word and Outlook.

### **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
- Full training program provided
- Great team environment