



## Job description

<b>Role title</b>	Service Co-ordinator
<b>Reporting to</b>	Customer Service Lead

### Purpose of the role

#### Responsibilities

- Primarily to processes Customer calls and parts requests
- Ensuring at all times the correct SLA is applied to the correct asset
- Maintaining records in the computerised management system EAM
- Coordinating Mesa responses, sourcing activities and Engineer allocation
- Regularly updating customers within contractual timeframes
- Ensuring that Engineers respond in a timely manner to requests
- Proactively monitoring and managing customer expectations
- Actively communicating with management to ensure profitability
- Taking stewardship of triage, open tasks and parts requests to expedite closure within expected time frames
- Controlling Mesa service desk and Engineering resource levels to maintain satisfactory cover levels that meet demand at all times.
- Communicating with management to ensure services levels are maintained
- Generating work estimates when required and expediting PO requests.
- Ensuring complete work on PO is update and reported to finance.

#### Key accountabilities

- Maintain customer relations to the expected standard
- Timely response to all inquiries
- Maintain documentation in EAM and follow Mesa control processes
- Ensure Parts request are processed in a timely manor
- Ensure all calls have the correct documentation before completion
- Ensure all test equipment is returned for calibrated in a timely manner.
- Report on work orders, Engineers and parts not within expected targets
- Pro actively monitoring and resolving outstanding work with in targets



## Capability profile

Skills	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be self motivated with a flexible can do attitude and ability to work under pressure	✓	
Attention to detail	✓	
Good timekeeping	✓	
Must be able to identify and implement change	✓	
Good delegation skills		✓
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	

Experience	Essential	Desirable
Experience in a call centre or similar environment and working to meet SLAs	✓	
Come from a asset management background		✓
An understanding of medical equipment		✓

Languages	Essential	Desirable
English	✓	

## Mobility requirements

<b>Role location</b>	Reading	
<b>UK travel</b>	Occasional	
<b>International travel</b>	NO	



## Other

### **DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)**

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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MESA IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.