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| c  **Job Description / Specification** | |
| **Job Title:** | **Aftersales Coordinator** |
| **Reporting To** | |
| **Job Title:** | **Aftersales Manager** |
| **Location** | |
| **Department:** | **Aftersales Department** |
| **Organisation Structure** | |
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| **Purpose of the Position** | |
| To be the business interface for all Aftersales and warranty services and enquiries, working collaboratively with the team in line with the Company values.  Providing a full range of support services including the ownership and management of all aftersales tickets. This includes the validation of warranty claims, effective cost control, the determination of fault and corrective action, proactive communication with customers, suppliers and engineers, accurate recording and logging of notes, site reports and invoices.  To answer and respond to all calls and emails in a professional and timely manner, to assist, support and develop the team through the sharing of skills and knowledge.  Committed together - Aim Higher - Curious Creators. | |

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| **Key Responsibilities** | |
| 1. | To provide excellent customer service. |
| 2. | To represent the Company in a professional manner. |
| 3. | To follow and adhere to any stipulated processes. |
| 4. | To manage and take ownership of any allocated tickets. |
| 5. | Offer consistent levels of support across the Team as well as the wider business. |
| 6. | Proactively work with the customer, suppliers, and any 3rd parties to fully understand and resolve the issues encountered. |
| 7. | To ensure the customer and any relevant parties are kept up to date and informed in a timely manner. |
| 8. | To follow any processes that are implemented within the department. |
| 9. | Endeavour to resolve issues in a cost-effective manner. |
| 10. | To accurately record notes on the system for future reference. |
| 11. | To raise and sign off purchase orders. |
| 12. | To ensure that “closed tickets” are coded correctly. |
| 13. | To be responsible for the recovery of all “used or unused” components from site visits. |
| 14. | To ensure all Invoices and Site Reports are logged and recorded against the tickets. |
| 15. | To advise of any issues of concern that may arise such as a pattern of failure on a specific product or component. |
| 16. | To provide annual leave cover and support to other roles within the department as and when required. |
| 17. | Liaise with other internal and external departments to ensure complete business visibility of customer journey. |

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| **Specific Skill Requirements** | | |
|  | **Essential** | **Desirable** |
| **Education & Technical Skills** | * Experience of working within a customer service environment. * Experience of working with an administration and order processing role. * IT literate – particularly within Microsoft Office. * GCSE Maths & English or equivalent | * Experience of working within a manufacturing industry. * SAP experience * Previous electrical or electronic technical skills. * Fault finding skills. |
| **Behaviours** | * Demonstrates exceptional customer service skills. * Effective communication skills in both verbal and written format. * Demonstrate high levels of resilience with the ability to meet deadlines when under pressure. * Demonstrates ability to work well within a team and apply own initiative to ensure a task is completed. * Show flexibility to meet the demands of business needs as they arise sometimes at short notice. * Is organised to ensure day to day tasks are completed within a timely, accurate and professional manner. * Demonstrates a passion for continuous self and business improvement. * Willingness to share knowledge and shared learnings. | * Willingness to up-skill and enhance knowledge through any training requirements. |

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| **Document Management** | | |
| **Written By:** | **Lee Barker** | **Date: 26/03/2024** |