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SERVICE COORDINATOR- NETHERLANDS OFFICE-

JOB DESCRIPTION

The Service Coordinator is responsible for the day to day incoming local and worldwide services; assessing clients' needs and coordinating dispatching marine service engineers and spare parts to perform required work, optimizing all available resources. They will be part of the 24/7 global team of service coordinators, will communicate efficiently with the team leaders, Service Engineers, Service Coordinators, and all key parties throughout the service experience, and diligently help to resolve any disputes. This position will report indirectly to the to the Head of Group Customer Service, and directly to the Country Manager.

KEY RESPONSABILITY AREAS

- Handling of all incoming service requests for service and follow-up services - local and globally.
- Reviewing e-mails and prioritizing responses considering time scales, time differences, shipment of spares, urgency, commitments to customers and outside assistance (Subcontractors, Tech Support, Logistics, Sales, and Finance).
- Liaising with ships agents worldwide to arrange the attendance and shipment of parts.
- Responsible for service confirmation, quotations of worldwide services rates to customers including expenses and checking availability of spares.
- Work closely with Service Manager/Service Coordination Manager/engineers to plan the local services.
- Responsible for agreeing scope of work and charge point with customer. Ensuring the relevant purchase order is received if necessary.
- Check customer financial data (with Accounts Dept.) and if necessary, prepare a proforma invoice and payment in advance.
- Responsible for providing feedback/outcome of service to customer and providing solutions for follow-up services.
- Working with Sales to organize installation projects and informing them of any retrofit opportunities.
- Passing enquires to the relevant dept. i.e. Sales, Spares, and Supplier Vendor Forms
- Provide cover during staff shortages (both local and other European offices).
- Participate in 24/7 rotation for out of office hours' service attendances.
- Maintain Service e-mail database Processing service orders to ensure file is accurate and complete with all relevant documents, so it may be passed to invoicing.
- Maintaining the Service Calendars updated with ETA / ETB / ETD's, and Agent details.
- Any relevant task to the job.

ADMINISTRATION TASKS

- Stationary & office supplies control/ordering
- Office Invoice to be sent weekly to HO
- Original Service Report to be sent weekly to HO
- Credit Card and Petty Cash to be sent Monthly (not to be confused with preparing the documents and managing on technician's behalf)
- All documents should be left ready in the office by each individual engineer for sending by the office person

OTHER DUTIES AND RESPONSABILITIES

To collaborate with the Quality Department, and to have all the required documentation on time for the ISO's re-certifications

SEND CV TO Alexandros Zaimi- azaimi@aagehempel.com