



Field Operations Coordinator

Role Description:

- Coordinate site visits with both our customers and field engineers, ensuring all customers receive the highest levels of service whilst maximising the efficiency of our field engineers
- Manage all paperwork and actions associated with site visits, including working closely with customers to collate documentation, processing site reports, invoicing customers, managing van stock and warranty claims
- Provide incoming call support to the Technical team when required

Responsible to: Field Operations Supervisor

In this role you will be expected to deliver exceptional customer service to both internal and external customers. A key element of your role will be working closely with the Field Operations Supervisor to review and improve processes which lead to more efficient use of our field engineers and improved customer service. You will be required to manage your time effectively, ensuring all customer expectations are met in a timely and efficient manner. You will be required to accurately check and record all information minimising errors and customer issues.

Key Responsibilities	Activities
Arranging site visits	<ul style="list-style-type: none"> • Coordinate engineer’s diaries efficiently, maximising time spent on site and minimising visit lead time • Coordinate visits with our customers, communicating in an effective, accurate and timely manner • Administrate site visits in Nu-Heat’s CRM system and outlook, ensuring all information is accurate
Manage all paperwork and actions associated with site visits	<ul style="list-style-type: none"> • Work with our customers to collate and process all paperwork and actions required to ensure compliance with relevant standards prior to arranging site visits • Process all post visit paperwork, including site reports and commissioning documents in a timely manner • Create parts orders and returns for labour and components are used, ensuring customers are always invoiced and payment is received when required • Work with our customers to resolve any outstanding actions following site visits • Process all warranty claims with our suppliers • Answer customer queries • Manage engineer’s van stock ensuring they have the parts required to complete site visits and parts are returned as required for warranty claims
Incoming calls	<ul style="list-style-type: none"> • Answer external telephone calls, transferring them and logging the relevant details on NetSuite as necessary in line with company standards

Technical Skill and Knowledge:

- Excellent levels of customer service via the telephone and email
- Diligence in recording and maintaining information
- Excellent organisational and multi-tasking skills
- Ability to maintain calm and methodical when working under pressure
- Able to manage workloads and use own initiative without supervision
- Confident decision maker
- Flexible and adaptable to meet the needs of the business
- Ability to manage customer issues in a positive, calm and professional way
- Able to work confidently within both Microsoft Office and CRM systems
- No previous experience necessary with all training provided