

Job Title: Service Coordinator

Location: The Netherlands

Summary of Job:

The Service Coordinator role is to schedule internal Field Service Engineers (FSEs) and external Service Partners and parts to fulfill service requirements, these include, Assessments, Start up, PMV, Emergency Callouts. Act as the liaison between customers, internal resource and external service partners/suppliers to meet service delivery requirements. They validate Time Material & expenses reported by internal/external FSE's

Essential Functions:

Optimise FSEs allocated time and schedules

Apply technical guidelines according to technical support information (Level 2)

Schedule maintenance visits

Schedule batteries and ad hoc business interventions

Schedule technical visits or audits initialized by Project, Enterprise & mid market or Services sales

Manage external partners services

Schedule Start ups in conjunction with the Project Department

Ensure customer database is kept up to date

Coordinate spare parts, delivery and retrieval

Manage internal and external orders

Monitor spare parts and batteries recovery

Control customer credit worthiness

Create new customers in the database (reactive mode)

Create fixed price T&M for reactive mode intervention and validate

Education – Minimum level Required:

- Third level certification

Experience – Minimum Requirement:

- 2 years Customer Service experience
- Previous company product experience is a plus.
- Previous coordination roles an advantage
- Awareness / familiarity with electrical terminology and concepts.
- Previous UPS/HVAC product experienced is a plus.

Knowledge & Skills – Required:

- Strong computer skills such as word, excel, email etc.
- Written - ability to communicate in a clear and concise manner with internal and external customers.
- Fluent Dutch and English are mandatory.
- Strong time management skills

- Handles multiple and conflicting priorities and effectively prioritizes tasks in a fast-paced work environment.
- Detail oriented and able to meet deadlines
- Good problem solving skills
- Work both independently and as part of a team
- Tactful and effective at dealing with difficult / irate customers

Other Key Considerations

- Adhere to all Health and Safety directives.
- Adhering to all company's operating and Quality procedures.
- Maintain a professional and flexible attitude towards the company and its customers.
- Ensuring customer satisfaction levels are continually improved.

Key Internal Stakeholders:

- Technical support level 2
- FSEs
- Enterprise & mid market sales administration (start-up)
- ISSR for contracts and ad hoc business
- Service and Enterprise & mid market Sales engineers
- Administrators Teleservice/RMS (LOB Services)
- Services and component suppliers
- Spare parts logistics

Key Performances Indicators (KPIs) measured monthly:

- Scheduling efficiency : travel time to on-site activity time ratio (defined by Service Operations Manager)
- FSEs allocated time
- Rate of maintenance visits scheduled/ to be scheduled
- Invoicing delay
- First time fix rate
- First time start up rate
- Reliability of customer database (administrative data)

Interested? Please respond to:

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