



## **EMPLOYMENT OPPORTUNITY**

**JOB TITLE:** Service Department Co-ordinator

**ACCOUNTABLE TO:** Service Department Manager

**ROLE:** An administration role facilitating work carried on by a team of service engineers installing, servicing and repairing M&E equipment on water and wastewater treatment/pumping sites across Ireland.

The ideal candidate will have experience in order processing duties, work diary scheduling activities and liaising with customers and suppliers in technical aspects relating to the wastewater industry. An interest and evident competency in developing their knowledge of the technical aspects of the industry would be a strong advantage.

**Location:** Operations office / Head Office, Newry

### **MAIN DUTIES:**

- To become technically competent and knowledgeable of the FME product range
- To field customer enquiries and requests and assess their requirements.
- To liaise with colleagues and suppliers in determining a solution to customer enquiries and then provide proposals and prices to customers
- To receive and process orders through from sourcing of materials, planning site work, dispatching materials to invoicing and payment stages.
- To liaise with stock controllers, workshop staff and site engineers to ensure an appropriate solution is delivered to the customer.
- To assist in scheduling of site engineers and planning of weekly work diaries
- To be responsible for the day-to-day management of key accounts and contracts in accordance with the customers procedures, reporting and KPI requirements.
- To receive engineer site reports, interpret and follow-up recommendations and communicate findings to the customer effectively.
- To cover for fellow employees when necessary including holiday periods, sick days etc.
- To follow and adhere to all company and ISO Quality Procedures and work effectively with Line Managers and Accounts department
- To ensure the completion of individual contracts within the agreed time frame and budget
- To undertake a range of general office and administrative duties including managing, organising, and updating relevant data using in-house procedures, software and filing facilities
- To actively participate in department meetings and undertaking work related training courses.
- To attend occasional site meetings and surveys.

The above list of duties must not be considered comprehensive. They are a summary of the main responsibilities that the successful candidate will be required to undertake

### **Criteria**

- 2 years' experience working as part of a busy team in an office environment – *Essential*
- Excellent verbal/written communication skills – *Essential*
- Evident competency in common office software (Ms - Outlook, Word, Excel or similar) - *Essential*
- Competent with basic Autocad drawing software – *Desirable*
- Experience with high level Accounting/CRM software (Sage etc) – *Desirable*

Please submit your cv to [caroline@fmenvironmental.com](mailto:caroline@fmenvironmental.com)