



EMPLOYMENT OPPORTUNITY

Position: Grease Guardian Service Coordinator

Location: Head Office, Newry Co. Down

Description: Supporting the Grease Guardian service department. In particular the role will involve handling service calls, organising service visit and promoting service plans in Northern Ireland and the Republic.

Responsibilities:

- To take phone and direct enquiries from customers and to deal with them accordingly.
- To provide prices and proposals to customers when requested.
- To process orders from receipt of actual order to dispatch and invoicing of same
- To requisition materials from stores when necessary.
- To liaise with storemen and workshop engineers when required.
- To assist in scheduling of site engineers and planning of work.
- To liaise with key customers directly on service and repair issues.
- To prepare and issue service reports to customers.
- To deal with all aspects of customer needs including customer complaints etc.
- To become technically competent and knowledgeable with FM product range.
- To undertake a range of general office and administrative as well as attending meetings and participating on training courses etc. when required.
- Any other duties as required by management.

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.

Essential Criteria

- 1 years' experience working as part of a busy team in an office environment
- Excellent verbal/written communication skills
- Evident competency in common office software (Ms - Outlook, Word, Excel or similar)
- Excellent competency on telephone
- Active presence on social media
- Competent in using social media platforms
- Willingness to learn
- Hands on approach to sales with ability to absorb technical information

Please submit your cv to caroline@fmenvironmental.com