

# EMPLOYMENT OPPORTUNITY



**Job Title** Grease Guardian Service Coordinator

**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.

**Location** Operations - Head Office, Newry

**Salary** Competitive rate of pay

## 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.

## Qualifications and other requirements

- Excellent communication and problem-solving skills
- Excellent competency on telephone
- Active presence on social media
- Excellent computer skills
- Competent in using social media platforms
- Willingness to learn
- Hands on approach to sales with ability to absorb technical information

The successful candidate will receive benefits including:

- 33 days holidays with 1 additional day every 5 years continuous service
- Health and Well-being Plan
- On-site free car parking
- Employee training and development programme
- 37.5 hours per week, early finish every Friday – 03.00pm

If you feel suited and are attracted to this role, please send your CV to [caroline@fmenvironmental.com](mailto:caroline@fmenvironmental.com)