

Service Coordinator/Engineer Scheduler

Location: Head Office Ossett

Due to business expansion an exciting opportunity has arisen for a Service Desk Coordinator/Engineer Scheduler to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers.

We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of
Technology Solutions
Cyber Security
Cloud Solutions
Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

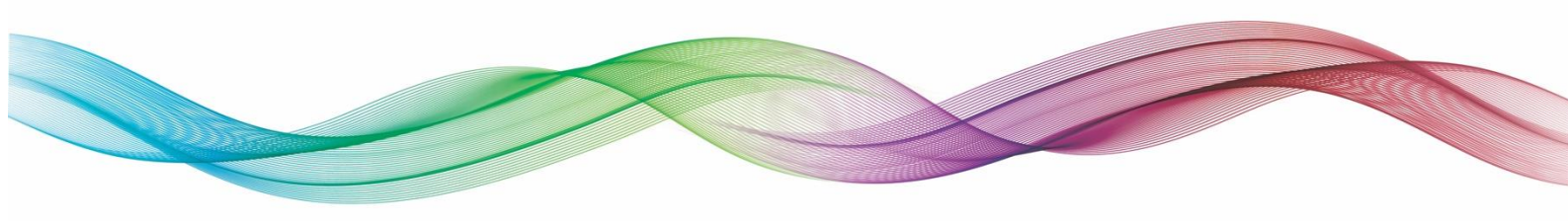
Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, one that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Main Duties:

- To provide excellent customer service to meet the expectations and requirements of external clients
 - To efficiently and effectively handle telephone and email queries from clients and Engineers on outstanding and on-going work requests.
 - To allocate and co-ordinate loan equipment and to maintain records accordingly.
 - To take calls from customers and engineers for spare parts, when necessary.
 - To ensure all service repairs are allocated to an appropriately skilled Engineer within the relevant timescale dictated by the client Service Level Agreement (SLA).
 - To maintain and update in-house and throughout the life cycle of all service repairs.
 - To carry out general record keeping for engineer's worksheets including inputting details onto the Service Management System - relating to all work planned.
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- To effectively communicate and work alongside other departments to resolve problems or issues.
- Take ownership of resolving complaints and answer questions from client regarding queries regarding work performed on site.

Personal Requirements:

- Previous knowledge and experience in a similar role, i.e. scheduling workloads for Engineers / working with Engineers etc. in an Admin Support role.
- Understand the importance of working as a team, the ability to share workload and work effectively within a team environment.
- Ability to understand the nature of a client's request through effective questioning and listening skills.
- Ability to demonstrate a proactive approach when working to resolve issues through to successful conclusion.
- Able to demonstrate personal drive to meet and exceed client SLA and KPI targets
- Computer literacy with Microsoft Word/Excel.
- GCSE's in Maths and English or equivalent.
- To adhere to the Group Information Security Policy.

The post holder must have a genuine interest in people and be able to deal with customers in a friendly manner, often within stressful situations. It is important that the post holder provides an excellent service on behalf of the Company. The post holder must be self-motivated, be able to work flexibly and under pressure in a dynamic and changing environment.

