



Job Description for the Role of:-

Service Coordinator – Process Automation / Systems Plus (two roles)

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The responsibilities of all members of SICK (UK) LTD Staff shall include:-

- A) attaining and maintaining a level of computer literacy commensurate with the requirements of their role within the company;
- B) assisting in the maintenance of the Quality Systems through:

Maintenance of the Quality Documentation

Where appropriate, raising non-conformances and informing the Quality Manager of any deviations from the Quality Documentation
- C) maintaining a level of presentability commensurate with their role within the company;
- D) informing the relevant Manager of any requirements regarding training;
- E) maintaining a basic knowledge of all products / product groups within the company;
- F) maintaining a basic knowledge of all services offered by the company;
- G) carrying out any reasonable task as requested by any member of the Management Team.

These two roles report to the Manager – Process Automation and Manager - Systems & Auto Ident respectively.

The activities and responsibilities of the role of Service Coordinator shall include:

- 1) establishing and maintaining a knowledge of the products and applications of the relevant GBC products
- 2) receiving, answering and dealing with telephone calls from customers and potential customers
- 3) receiving, recording and dealing with orders for spares, repairs and site & maintenance visits
- 4) giving price and delivery information on spare parts and exchange units
- 5) receiving from and making telephone calls to the After Sales / (Lead) Project and Support Engineers
- 6) keeping After Sales / (Lead) Project and Support Engineers informed of significant activities of customers and potential customers within their territory

- 7) assisting After Sales / (Lead) Project and Support Engineers, when requested, in making, altering and confirming appointments
- 8) ensuring that After Sales / (Lead) Project and Support Engineers supply their Visit Reports on time and in the correct format
- 9) being familiar and working with the Company's SAP and CRM systems in order to
 - a) be able to access information necessary for price and delivery
 - b) check credit position
 - c) enter orders
 - d) prepare delivery notes
 - e) raise Invoices
 - f) raise Purchase Orders, receiving and posting invoices (repair orders)
- 10) supporting engineers with ordering and maintaining car stock items
- 11) providing office support to the relevant departments - this includes activities such as:
 - a) preparation of quotations
 - b) sending correspondence to customers
 - c) sending correspondence to the After Sales / (Lead) Project and Support Engineers
 - d) preparation of Maintenance Contracts
 - e) scheduling visits via CRM and fulfilling all required procedures
 - f) relevant induction training for new employees
- 12) carrying out any reasonable task requested by the After Sales / (Lead) Project and Support Engineers or line managers
- 13) co-ordinating holidays with and deputising for any kind of absence for the other department office team members in order to provide business continuity
- 14) communicating with all other departments and staff as is necessary to perform the above detailed tasks
- 15) observing the office procedures
- 16) observing the Company's Credit Control Procedures
- 17) sharing best practice and taking part in cross departmental /SSU working groups on continuous improvement

Member of Staff's Name	Signature	Date
Their Manager's Name	Signature	Date