



Person Specification:

## **Service Coordinator – Process Automation and Systems Plus** (two roles)

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SICK (UK) LTD, a market leader in industrial sensor technology for Factory, Logistics & Process Automation, endeavour to provide excellent customer service in all areas.

In order to support the Systems Plus and PA sales and support teams the Company is looking to recruit for the role of Service Coordinator to provide back office support.

### **Functions within the Department:**

- Support and coordination of After Sales, Project and Support engineers in respect of scheduling site visits
- Maintain and develop service contracts with customers
- Placing spare parts orders for engineers and customers with SICK (UK) LTD suppliers
- Ensuring end to end efficiency from customer order to invoice
- Monitoring of project finances and highlighting deviations from Plan
- Supporting the external Project Managers in delivering projects
- Work with the Customer Project Management (CPM) teams and processes
- Communicate with all levels of the SICK organisation

### **Key attributes and qualifications**

- SAP knowledge and experience - essential
- Microsoft Dynamics 365 – CRM experience - essential
- Customer Service and scheduling experience – essential
- Business Finance qualification or equivalent experience – advantage
- Experience in Sales & Service Office Administration
- Experience in preparing tenders, quotes, orders and credit notes
- Strong numeracy and literary skills
- Commercial awareness and able to apply it for e. g. pricing, profitability
- Strong technical back ground and understanding
- Experience in working with remote field service engineers and project managers
- Risk Assessment and Method statements familiarity
- High level of computer literacy, especially in MS WORD and Excel
- Ability to work in an agile environment
- Full driving licence

### **The Candidate will**

- have a high level of self motivation with attention to detail
- be flexible and have a “can do and will do” approach in a technical environment
- proactively check for and keep track of outstanding after sales related tasks
- have good organisation and time management skills
- have strong communication skills and customer service approach
- be fluent in spoken and written English
- be able to work on their own as well as part of a team
- be given the opportunity to acquire technical knowledge

For the right candidate this is a challenging role with a great deal of scope.