

JOB DESCRIPTION FORM

Job Title	Service Coordinator
Location	Dubai
Grade	
Department / Section	Technical
Contract Type	Permanent
Reference	UE3003

Job Core Functions:

Ensures the interface and coordination between Service Engineers, customers and management

Main Duties

- Schedules the work on mechanical or electrical installations, general repairs, overhauls of all equipment sold by the sales department.
- Overviews the validity of all warranty periods and complains.
- Coordinates the distribution of work within the service department.
- Keeps control of company service tools whether at company premises or carried by service engineers.
- Keeps control on and is responsible for the correct handling of all time sheets and service reports by service engineers.
- Provides with help of the service reports and visit sheets information to the billing department if the service intervention is chargeable.
- Prints out service offers required for overhauling, maintenance, training, installation, ...
- Prepares and submits monthly reports to the service manager.
- Establishes performance reports for each technician based on the collected data.
- Prepare input and proposals for tools and spare parts required for specific customers.
- Edits offers for overhauling, inspections or billable work prepared by the technical supervisor to the customer after discussing them with the service manager.
- Overviews the installation time of machines to avoid exceeding the schedule and budget.
- In coordination with the service manager organizes and books training courses for the continuous education of the service staff.
- Keeps track of the trainings attended by the service staff.
- Monitors technicians' work attendance.
- Monitors technicians' compliance with the filling of the service reports, visit and time sheets.
- Keeps and maintains the information workflow between the service and the sales department.
- Organizes and takes note on the planning of the vacation.
- Filing and processing of all incoming reports from technicians.
- Coordinates the distribution and accuracy check of time sheets.
- Keeps track of the correspondence with customers.
- Manages the files of each and every customers by machine including service reports, QMs, SMs, ...
- Maintains information on the installed park of machines.

Key Results Area

Fluid running and appropriate administrative support and reporting of service department

Internal and External Communication Channels

Internally needs to have a close working relationship with all functions especially sales and accounting
Need for effective working relationship with all vendors, suppliers and customers

Relationships:

Report directly to Service Manager
Supervise

Education

The candidate shall have a diploma in technical studies preferably/ business or equivalent.

Other Qualifications

- At least 3 - 5 years of relevant experience
- Very good command of English – Arabic

Resources Required

Human:
Equipment: PC, professional software
Others:

Competencies:

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| • Good knowledge of IT Tools, MS office, ERP's |
| • Good organisation and coordination skills |
| • Methodology and thoroughness |
| • Strong communication and interpersonal skills |
| • Dependability and initiative |
| • Discipline & Ethical integrity |
| • Ability to work under pressure |

Extra Benefits

Disclaimer Clause

Other duties or special projects may be assigned to the job holder as deemed necessary by the work

Name & Signature

Incumbent

Operational Director

HR Director

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