

Service Coordinator (Customer Service & Administration)

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Job Summary

The purpose of this position is to coordinate the scheduling of work for mobile service technicians in SA, in conjunction with the state operations manager. Maintain continuous service work for technicians to exceed customer expectations, both on site and in the lab. Process service documentation, including quotes and invoices to meet business KPI. This is a part-time 3-day per week on site role.

The Company

Mobile Test 'n' Cal (MTC) is a division of Trescal Australia Pty Ltd, the largest 3rd party calibration organisation in the world.

Join our team and find the perfect balance! We are looking for a suitably experienced part-time (potential for Full Time) customer service representative to fill the role of Service Coordinator, within our SA team.

The Role:

- Service work scheduling. Co-ordinate service work through database, calling and emailing clients advising works due, securing purchase orders and scheduling technicians in conjunction with branch service team leaders/managers.
- Processing service reports and customer orders, invoicing.
- Coordinate in house repairs in conjunction with supervisor/manager.
- Organisation of third-party service requirements & following up with the third-party.
- Liaising with clients via phone and email, and meeting KPIs for these metrics
- Oversee purchasing, inwards goods inspection and dispatch of spare parts, customer owned goods. Following up with suppliers & processing the receipt of parts received.
- Assist in sales for the region including booking appointments, raising quotes and upselling
- Participate fully as a member of a team, in conjunction with the technicians to maximize customer satisfaction & TAT compliance.
- Work always with health and safety in front of mind. Raise Hazard Reports and Workplace Improvement Notes to improve safety and quality of service and sales.
- Liaising with sub-contractors and allocating jobs to them.
- Checking work has been completed by due date and following up outstanding work.
- To perform any other task requested by the Operations Manager.

Experience Required:

- Admin experience gained in a technical/mechanical/service environment.
- Experience in service work scheduling and coordination.
- Excellent organizational and time management skills.
- Experience working in an administration role that required high levels of accuracy.
- Excellent customer service skills and customer service liaison experience, including phone, email and in person.
- MS Office proficiency including Outlook, Excel and Word.
- Professional written and verbal communication skills.
- ERP Software and quality systems experience.
- Proactive with effective planning skills.
- Strong communication and collaboration skills.
- Persistence and determination to succeed.

General Info:

- Part-time, on-site role
- 3 days per week or 22.8 hours as agreed

Trescal is an Equal Opportunity Employer who values its employees.

Please apply via Seek and include a Cover Letter and Resume.

The successful candidate must have full working rights within Australia

Please note, only shortlisted candidates will be contacted.





Employer questions

Your application will include the following questions:

- How many years' experience do you have as a Customer Service and Administration Officer?
- Do you have customer service experience?
- How many years' experience do you have as a service coordinator?
- Which of the following statements best describes your right to work in Australia?
- Do you have experience in a sales role?
- Do you have experience in administration?
- Which of the following Microsoft Office products are you experienced with?
- Do you have previous invoicing experience?



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SEEK acknowledges the Traditional Custodians of the lands on which it operates its online employment marketplace. The gum leaf represents a symbol of welcome and it acknowledges the diverse countries, environments and communities. Artwork by Bitja, Dixon Patten Jnr, Gunnai, Gunditjmarra, Yorta Yorta and Dhudhuroa, Bayila Creative.