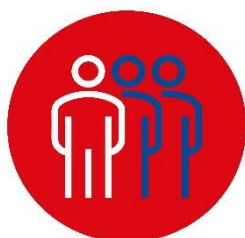


Job Description

Job Title: Training & Maintenance Coordinator – Maternity Cover – 9 months fixed term contract
Location: Blythe Valley Business Park – Solihull Hours and working Pattern: 37.5 hours per week – Monday to Friday Salary: £30,000 pro rata
<i>Join our team at Evac+Chair!</i> Are you ready to shape the future company culture is at our core.
Company perks: <ul style="list-style-type: none"> - Pension Salary Sacrifice Scheme. - 25 Days Holiday + Bank Holidays. - Birthday leave. - Buy/sell annual leave scheme. - Christmas Shut down. - Personal Development, training, and education. - Life Assurance after 12 Months Service. - Long Service Awards. - Active Social Committee. - Dress Down Fridays.
Overview of the role: This role is a fixed term contract of 9 months. The Training & Maintenance Coordinator will ensure that internal process of the Training & Maintenance department run smoothly whilst offering a high level of customer service. The Successful candidate would be responsible for a number of duties including but not limited to scheduling engineer and trainer visits, contract renewals and increasing business.
Key Responsibilities Include: <ul style="list-style-type: none"> • Handling Incoming Calls • Proactive Telephone Calls • Scheduling both Engineers and Trainers visits • Monitor PPM performance and ensure customer compliance • Provide correct and current information of all customer visit. • Order Processing • Resolving Customer queries quickly by liaising with internal and external colleagues • Maintaining the company CRM • Liaising with Engineers, Account Manager and Trainers • Providing a high level of Customer Service
Requirements: <ul style="list-style-type: none"> • Customer Focused • Naturally Comfortable on the Phone/Excellent Telephone Manner • Good communication skill both written and verbally • PC Literate • Flexible Approach, responding to changing priorities accordingly. • Proven track record in Sales and Customer Service • Diary Management • Experience working in an office environment • Experienced in working with Facilities Management Companies • Geography Skills
Application Process: Please send your CV and cover letter to: Careers@evacchair.co.uk ECI is an equal opportunity employer.



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