

Role Title: Service Coordinator

- ▶ Responsible for entire coordination of Local Service Team.

Primary Responsibilities

- Checking for pending parts, calls & Demo /presales activities status, from GSX and accordingly update in SAP.
- Discussion with Service Manager / service in charge at daily on pending call issues and that day calls allocation, and should take feedback of each engineer previous day calls.
- He/she should make sure that he/she collects complete call reports to log or close call in SAP.
- Should be able to check the warranty status of customer machines, and understanding the problem before assigning call to engineer.
- Coordinate between all Departments for various other services related activities, Like DEMO/ Presales Activities/ AMC / Warranty replacements.
- Keep track of engineer's movement; call reports and other engineer's materials.
- Candidate should attend training with service manager on the launch of any new Product & processes in department or company.
- Should check status of customers machine (in office) and should provide the repair status to customers regularly.
- Should ensure that Engineer is provided with Check List before going on for any installation / regular calls for example Contact no. & Address of customer, etc.
- Should keep track of list of Standby machines / machine in house repair.
- Relevant training / Seminars to be attended as & when informed by service manager/ in charge.
- Should keep third party vendors list for repairs of monitors /power supply/ printers, other parts.
- Coordinate with reception for movement of material to be collected / delivery.
- Coordinate with office boys to properly pack the delivery items.
- SO for service calls / third party sells to be made in SAP. And also take follow up of service department payments from customers.
- Conveyance sheets to be kept for Engineers to fill and also make excel sheet for daily call status / monthly sale & service charges.
- Should keep records of engineers accessories / tool Bag /and other equipment's.
- Provides all service related information & follow-up's to the service managers or related persons time to time.
- Responsible for putting record of in / out service department material, machines record, courier dispatch and keeping database as well as etc.

Role Requirements / Specifications

Knowledge & Skills	<ul style="list-style-type: none"> • Excellent Communication Skills • Willingness to learn about the industry • Demonstrate high energy • Ability to take initiatives
Educational Qualifications Work Experience	<ul style="list-style-type: none"> • 0-3 years of work experience • UG- Any graduate