

Job description

Role title	Reactive Service Coordinator
Reporting to	Front Line Operations Leader
Role duration	Fixed Term 12 months (Maternity Cover)

Purpose of the role

Responsibilities

- The role is focused on and around the support of reactive maintenance for equipment within hospital sites
- Acting as first point of contact for all queries relating to the Service Centre day-to-day activity
- Being part of a team who own the customer journey, providing unbiased customer service excellence to all clients
- Assisting with the delivery of contractual service level agreements surrounding reactive maintenance

Key accountabilities

- Working as part of a team coordinating tasks related to the service and daily provision of the Customer Care Centre
- Supporting the delivery of the Reactive maintenance workflow for assigned customer contracts
- Answering all calls promptly and appropriately, in line with contractual service level agreements
- Adopting mandated call handling guidelines to support customer experience initiatives
- Proactively attempting to resolve all customer enquiries on first contact, escalating where necessary
- Accurately recording data into the data base, updating information through to closure to meet assigned targets
- Ensuring all customer communications are accurate and on-brand at all times
- Establishing and maintaining external relationships to assist with maintaining exceptional service delivery
- Support the administration of all Work Orders, raising estimates, processing purchase orders and providing rectification plans to the customer
- Set accurate customer expectations and ensuring that you meet or exceed at every opportunity
- Conduct yourself appropriately within Althea standards, visions and values

Capability profile

Skills and Experience	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be self-motivated with a flexible can-do attitude and ability to work under pressure	✓	
Attention to detail	✓	
Good timekeeping	✓	
Must be able to identify and implement change		✓
Good delegation skills		✓
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	
Experience in a call centre environment and working to meet SLAs	✓	
Come from an asset management background		✓
An understanding of medical equipment		✓

Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Theale Head office
UK travel	Occasional
International travel	None



Other

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

ALTHEA IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.