

Job Title: Technical Service Co-ordinator

Reporting to: National Service Manager

Location: Bury (BL9 7BR)

The Mailing Room

Since 1998, we have specialised in the supply and maintenance of franking machines, mailroom equipment and consumables, establishing ourselves as independent market leaders. Our philosophy is that an employee should enjoy coming to work and be able to have fun whilst providing great customer service.

Job Purpose

The Technical Service Co-ordinator's primary responsibilities will involve building relationships through the provision of frontline support, advising customers on installations, offering effective technical solution and assisting our engineers with post-sales configuration of our Mailing Room products, ultimately providing an exceptional experience to our customers by email, telephone and offering valuable support and assistance to our engineers.

The Technical Service Co-ordinator role presents a tremendous opportunity for an enthusiastic, intelligent and ambitious person to be involved in delivering excellent customer service and equipment maintenance within the service department and to assist with the ad hoc projects.

Key Responsibilities

- You'll need an excellent telephone manner with great communication skills and the ability to listen and ask the right questions to really understand customer queries.
- Answering incoming service / breakdown calls
- Call avoidance
- Call allocation / engineer assistance / assist with general internal queries
- Dealing with manufacturers and suppliers
- Ad hoc projects
- Respond to management directive in a timely manner
- Administration duties / general typing / scanning / filing
- Building and maintaining strong working relationships with customers and engineers
- Providing product updates / product knowledge

Continued overleaf...



Authorised
independent inspector and
maintainer of franking machines



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Registered Number: 3713395 England & Wales

Competencies & Behaviours

- Previous experience in customer services or an office environment is desirable
- Customer service focussed
- Able to work under pressure and multitask to achieve results and targets
- Strong organisation, prioritisation and time-management skills
- Strong quality approach with attention to detail and the ability to work both independently, within a team and across the company
- Excellent interpersonal and communication skills, with a strong desire and ability to interface and build strong relationships
- Organised, self-motivated and conscientious
- Ability to prioritise work load, work under pressure and to strict deadlines whilst maintaining accuracy
- Ability to adapt to individual and operational change in a diverse and fast-paced organisation
- High level of integrity and trust
- Positive attitude and proactive driven behaviour
- A good working knowledge of Excel and Word

Other Requirements

5 GCSEs A-C including English and Maths

Benefits

- Salary will be competitive and in line with market rates.
- 20 days annual holiday plus statutory days.
- The successful candidate will participate in the internal bonus scheme based on profit and other agreed Company objectives.

Apply now via recruitment@themailingroom.com



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