

Aftercare and Servicing Coordinator

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Job Summary

Vacancy :

Deadline : Oct 31, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Job Purpose:

We are looking for a highly organised and detail-focused Aftercare & Servicing Coordinator to join our Aftercare team at our Newry headquarters. In this role, the coordinator will serve as the primary contact for clients needing information and support regarding products or services post-installation.

Duties and Responsibilities:

- Provide prompt and effective responses to client enquiries, addressing concerns and offering clear guidance on aftercare and servicing options.
- Offer ongoing support to clients throughout the aftercare period, ensuring post-purchase satisfaction and timely resolution of issues.
- Maintain positive, professional relationships with clients, service providers, and internal teams to support efficient aftercare operations.
- Schedule and coordinate aftercare and servicing appointments with engineers to ensure timely and effective service delivery.
- Monitor project defect periods and coordinate defect resolution activities, particularly at the end of rectification periods.
- Ensure defects notifications are addressed within the timeframes stipulated in project contractual documentation.
- Conduct familiarisation and quality assurance visits to projects prior to completion and handover.
- Ensure full compliance of the Aftercare department with all relevant company policies and procedures.
- Maintain accurate and detailed records of client interactions, service requests, and issue resolutions for audit and service improvement purposes.
- Assess defect notifications in collaboration with the QA and engineering teams to determine whether issues are valid defects or client-related concerns.
- Manage and, where possible, minimise the cost of defect rectification. Work with the Commercial department to recover costs from responsible parties when applicable.
- Identify recurring defects and underperforming subcontractors and escalate concerns within the business for appropriate intervention.
- Compile relevant data and contribute to the preparation of management reports and performance dashboards related to Aftercare service outcomes.
- **Any other duties as requested or required by the Senior Management Team.**

Person Specification:

- Previous experience of co-ordinating Aftercare in a construction environment.
- Excellent interpersonal and communication skills
- Ability to work independently and remain calm under pressure.
- Comfortable working with multiple trades / disciplines
- Ability to balance competing priorities.

Employee Benefits:

- Competitive salary
- Company pension
- 28 + days annual leave

Education & Experience

- Active social and charity calendar
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Must Have

Educational Requirements

Compensation & Other Benefits
