



Sales & Servicing Coordinator

Location: Newry Head Operations Office

Accountable to: Services Manager

Role: Responsible for the processing of orders and the coordination of all Service and Direct Sales work.

Main Duties:

- To take phone and direct enquiries from customers and to deal with them accordingly.
- To provide prices and proposals to customers when requested.
- To process orders from receipt of actual order to dispatch and invoicing of same.
- To requisition materials from stores when necessary.
- To liaise with storemen and workshop engineers when required.
- To assist in scheduling of site engineers and planning of work.
- To liaise with key customers directly on service and repair issues.
- To prepare and issue service reports to customers.
- To deal with all aspects of customer needs including customer complaints etc.
- To become technically competent and knowledgeable with FM product range.
- To become familiar with FM Environmental competitor base and their products.
- To cover for fellow employees when necessary including holiday periods, sick days etc.
- To follow and adhere to all company and ISO Quality Procedures
- To undertake a range of general office and administrative as well as attending meetings and participating on training courses etc. when required.
- Any other duties as required by management.