

## JOB DESCRIPTION – Service Controller

Job Title	Service Controller
Date Reviewed	August 2020
Purpose	To provide an efficient scheduling of service personnel and provide administrative support to the service team
Responsible To	Service Operations Team Leader
Responsible For	None
Location	Clayton West, Huddersfield

### Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 800kVA to standby diesel generation ranging in size from 5kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

### Role summary

The Service Controller is a key function for providing a scheduling and service related support function at our Huddersfield office. This role has responsibility for stock maintenance and sourcing, customer communication and engineer diary management whilst maintaining the high standards our customers expect. Travel to our Head Office in Berkshire will be required on an ad-hoc basis.

### Responsibilities

	Ensure the efficient scheduling of Service Engineer assignments, working closely with the Service Controllers to ensure productivity utilisation is optimised
	Raise calls on SME (internal system) for time and materials for engineers to attend customer sites

	Create job packs with all associated documents relevant to delivering remedial works
	Assist in the complete cycle of the provision of small remedial works
	Assist in maintaining adequate stock levels in Huddersfield and Maidenhead office
	Ordering of parts for the service division ensuring receipt and progress to customers site
	Provide a proactive update on work in progress to customers and internal stakeholders
	Assisting the PPM co-ordinator and covering for periods of holiday and sickness
	Analyse weekly engineer time sheets submitted for accuracy
	Ensure all service vehicle consumables are replaced when required
	Review and distribute expense claims when received, ensuring they are submitted in accordance with business set timescales
	<b>Administration</b>
	Recording and distributing to the relevant department all supplier invoices
	Expedite purchase orders with related quotations and processing where appropriate
	Ensure adequate stationery and office consumables are ordered in a timely fashion
	Maintain and update all relevant health & safety documentation
	Answering inbound calls and emails from clients, providing assistance where possible
	Follow all business policies to contribute to the departments performance targets

### Person specification

Key skills and knowledge	Desired/Essential
Pleasant and polite telephone manner	Essential
Knowledge of engineering or power industries	Desired
High attention to detail with the ability to manage a number of projects at the same time	Essential
Accurate typing/data entry	Essential
Strong team player with a willingness to learn and progress	Essential
Systematic approach to problem solving and organisation	Essential
Good literacy, numeracy and IT skills with an excellent knowledge of MS Office	Essential
Lives within 30 miles from Clayton West	Desired