

JOB DESCRIPTION – UPS Service Coordinator

Job Title	UPS Service Coordinator
Date Reviewed	September 2020
Responsible To	Head of Service
Responsible For	None
Location	Maidenhead

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 31 years we've been supplying UPS systems, standby diesel generators and Battery Storage solutions 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 10MVA 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

Overview

This role has responsibility for quality, process and the high standards our customers expect. Scheduling service and planned maintenance for our customers, organising the engineer work schedule in addition to managing the on-call rota

Responsibilities

Scheduling	Generate & manage contract calls for growing Client contract-base
	Plan, deliver & Schedule all UPS preventative, planned and reactive maintenance visits, liaising with procurement companies, clients & suppliers.
	Liaise with third party sub-contractors to schedule maintenance visits, reactive call out visits and subsequent repairs
	Liaise with suppliers to negotiate purchase and delivery of spares and equipment
	Work as part of the scheduling team focussed on the efficient delivery of planned Site visits
	To build an efficient & effective Schedule for each Service Engineer or third-party contractors in their allocated area working weeks ahead.
	Work alongside Technical & Operational personnel to find innovative solutions to ensure continued improvement of effectiveness of planning & UPS Service Contract Margins
	Provide AVK engineers with weekly schedule of all planned works and call-out rotas
Administration	Obtain RAMS from our third-party suppliers and on occasion complete RAMS for each Service visit, raise Purchase Orders to suppliers & sub-contractors, quotes for all UPS Service requirements
	Raise invoices for all completed works to clients ensuring corresponding purchase orders are accurately recorded
	Ensure all site reports received following maintenance visits from the Engineers & submitted to client and ensuring the relevant parties are informed of any remedial actions required.
	Dropbox administration for Key Accounts
	Liaise with clients to ensure all processes & e-permits are in place to facilitate site maintenance visits
	Raise quotes for consumables for service contracts & promote the importance of take-up for any crucial parts not included as part of the service contract to clients.
	Liaise with the Service Contracts sales team throughout the Year. Keep them apprised of any areas where cost improvements need to be made, access & security issues, logistics & for equipment delivery & Health & Safety concerns
	Correspond with the Contract Administration Team to ensure all relevant information is provided in the hand-over of new contracts. Highlight changes in personnel, assets & any other administrative updates
	Provide back-up support to the Service Administrator for travel and hotel accommodation when required
	Close contract calls when completed and ensure customer invoices are raised in a timely manner

Person specification

Key skills and knowledge	Desired/Essential
Excellent verbal, literacy and numerical skills	Essential
Accurate typing and data entry skills	Essential
Attention to detail with a methodical and organised approach to a varied workload	Essential
The ability to multi-task, manage a number of projects simultaneously with calmness and accuracy	Essential
Ability to develop strong working relationships across a diverse workforce	Essential
Able to work with minimal or no supervision	Essential
Car Driver	Essential
Experience of working within a service or facility management department	Desired