

VACANCY



Field Service Team Co-Ordinator

We currently have a vacancy for a full time Field Service Team Co-Ordinator. Working in our busy Service Department as part of a small team, the successful candidate will ideally have an NVQ3 or higher in an engineering discipline with experience in engineering service activities and technical fault finding. Ideally from the mobility lift industry with good health and safety knowledge, you will have the ability to interpret engineering and electrical schematic drawings and to communicate effectively with both engineers and customers.

Tasks include:-

- Plan and prioritise own program of work from field reports, insurance reports and customer information
- Offer technical support and fault finding guidance
- Provide technical input for, and create letters and quotations
- Assist in planning and coordinating training for field staff
- Create and maintain out of hours call rota
- Support out of hours escalation function
- Take escalation calls from Care Team
- Assist Service Manager with all other requests

Starting date: As soon as possible

Full job description available on request

Applications to : careers@wessexlifts.co.uk

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