



Service Delivery Assistant Job Advert

🌟 Are you ready to make an impact? 🌟

We are looking for a dynamic Service Delivery Assistant to enhance our customer service and administrative operations. In this role, you will serve as a crucial link for seamless service delivery to our customers and field technicians, directly reporting to the Service Delivery Manager. Although we like our teams in the office, consideration will be given to a flexible **hybrid working model**. This permanent position offers work hours from **11:30 AM to 7:30 PM**. Join us to be at the heart of our operations, ensuring smooth customer interactions and effective backend processes. If you're ready to contribute significantly to our service success and client satisfaction, apply now and become a cornerstone of our team!

What Will You Do:

- Efficient management of incoming service requests to meet company targets.
- Handle customer communications, process payments, and keep service statuses updated.
- Resolve customer inquiries, escalations, and complaints with professionalism.
- Maintain precise documentation within our call management systems.
- Coordinate technician visits and ensure smooth site access.
- Work closely with internal teams to streamline service delivery processes.
- Support finance departments in managing timely payments.
- Ensure adherence to GDPR and safety protocols.

What Are We Looking For:

- Excellent communication skills and a customer-centric attitude.
- Team player, adaptable, with strong multitasking and prioritisation abilities.
- Proficient in Microsoft Office; familiarity with structured KPIs/SLAs.
- Experience in the food equipment or service industry is a plus.

To Apply:

Please send your CV and a covering letter highlighting your suitability for the role to recruitment@hobartuk.com. If you are an internal candidate, please ensure your line manager is informed of your application.

Closing Date: Wednesday 24th April 2024

BE YOUR BEST STATEMENT

At Hobart UK Service, we're dedicated to enabling all candidates to showcase their talents at their best. We're open to customising our recruitment process to meet your needs. Feel free to discuss any accommodations with us or email us confidentially at recruitment@hobartuk.com for support.

Be part of a team that excels in delivering outstanding service to our customers. Join us and be your best at Hobart UK Service!