



Service Delivery Assistant Job Advert

****Join Our Team as a Service Delivery Assistant at Hobart UK****

Are you ready to excel in a role that puts you at the heart of our service delivery process? Hobart UK is currently looking for a dynamic Service Delivery Assistant whose focus will be planning work for technicians and looking after their needs efficiently. This is an ideal opportunity for those who thrive in a fast-paced environment and are committed to delivering exceptional service standards.

What You Will Do:

- **Technician Scheduling and Management:** Take a leading role in planning and scheduling technician work, ensuring timely and efficient service delivery to our customers.
- **Customer Service Excellence:** Handle incoming service requests, maintaining our company's high standards and ensuring all service calls are logged accurately.
- **Effective Communication:** Manage central email inboxes, respond promptly to customer inquiries, and keep customers updated on technician plans and service call progress.
- **Administrative Precision:** Update customer portals, process payments, and maintain internal call systems with detailed and accurate information.
- **Supportive Team Collaboration:** Work closely with other departments to enhance service delivery plans and support administrative tasks linked to job completion and payment.

Key Skills and Attributes Required:

- **Strong Organisational Skills:** Ability to multi-task and prioritise urgent tasks effectively under pressure.
- **Exceptional Communication:** Excellent skills in both verbal and written communication, ensuring clear and proactive interactions with customers and team members.
- **Technological Proficiency:** Competent with Microsoft Office and capable of handling multiple digital platforms for service management.
- **Customer-Focused Attitude:** Dedicated to solving problems and improving customer satisfaction.
- **Compliance and Safety Awareness:** Ensures all activities comply with legal standards and company policies, contributing to a safe and respectful work environment.

Be Your Best With Us:

At Hobart UK, we encourage everyone to shine and display their talents. We are committed to making adjustments in our recruitment process to accommodate your needs. Feel free to discuss any specific requirements or email us confidentially at recruitment@hobartuk.com.com.

Closing Date: Monday 6th May 2024



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To Apply: Send your CV and a covering letter to recruitment@hobartuk.com

If you are an internal candidate, please ensure your line manager is informed about your application.

Don't miss this opportunity to be a part of a team where your efforts are recognised and valued. Join us and contribute to our mission of delivering outstanding service and maintaining high customer satisfaction.