

Job Description



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| Job Title: | Service Delivery Assistant |
| Reports To: | Service Delivery Manager |
| Business Unit: | Hobart UK Service |
| Purpose of Job: | To support the Service business in delivering a first-class service operation, you will provide excellent customer service, administration and support to our Customers and Field Service Technicians. You will be involved and support the customer journey from the point of call logging to call completion. |
| Responsible for: | N/A |

Position Responsibilities

The Service Delivery Assistant role includes but is not limited to:

- Handling incoming customer service requests within our company grade of service targets, ensuring all new service calls are logged correctly in line with company process.
- Support the management of central email inboxes, respond and action emails from customers in a timely manner.
- Process payments from customers where required.
- Update customer portals with information relating to service calls ensuring statuses are accurate.
- Handle general customer enquiries, escalations, and complaints.
- Maintain internal call management systems and capture accurate notes with any call intervention.
- Prioritise urgent administrative tasks or calls and make quick decisions that support delivery of excellent service.
- Contact customers as required to update them on technician plans or follow customer specific requirements necessary for excellent service delivery.
- Schedule calls for technician attendance and book in technician visits where required.
- Raise site specific permits where required enabling our technicians to access sites without delay.
- Communicate with other internal departments and update them on service delivery plans.
- Maintain alerts in the system that support customer procedures that need to be followed.
- Liaise with our finance departments and support with administrative tasks that support the payment of completed jobs in a timely manner.
- Undertake any other duties as appropriate within your competence, as required by line manager.
- Responsible to comply with GDPR regulations in line with company policy.
- Conduct yourself in a safe manner and support the company Enterprise Strategy to achieve our target of zero medical treated and lost time accidents; to support our company wide safety culture.
- Other appropriate duties as assigned by management
- Collaborate with the internal process to ensure best practice and legal compliance is achieved and continuously improved to minimise risk to the business performance and reputation.
- Conduct yourself in a safe manner and support the company Enterprise Strategy to achieve our target of zero medical treated and lost time accidents; to support our company wide safety culture.
- All activities are to be carried out in accordance with all company policies and procedures as set out in the Company Handbook and elsewhere including policies regarding: Equal opportunities, anti-bribery, health and safety, data protection/GDPR and information security.



Key Skills and Attributes

- Excellent communication skills with a customer focused attitude.
- Team player who is adaptable and happy to support others to achieve the overall business goals.
- Highly motivated and well organised.
- Ability to multi-task and prioritise workloads.
- Good problem solver.
- Previous experience of working to structured KPI's / SLA's and be results focused.
- Competent user of Microsoft Office Suite.
- Demonstrate the ITW core values, integrity, respect, trust, shared risk and simplicity

Desirable

- Previous knowledge of the food equipment / commercial kitchen environment / Service industry market

Development

Development within the company in this or other roles will be dependent on the commercial needs of the business and the personal ability and drive of the job holder.

Acknowledgment

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. By signing below, you are agreeing that you have received a copy of this Job Description:

