



## Service Coordinator

Job description



Do the  
right thing



Be the  
difference



Love our  
customers



Never  
settle



Look  
forward



## Role Profile

### Job Title

Service Coordinator

### Division

Service

### Reporting to

Operations Manager

### Responsible for

NA

### Location

Scarborough

### What you'll do

- Identify planned, remedial and reactive works, efficiently coordinate available engineers, specialist tools and materials to the site following customers access requirements.
- Control invoicing, forecasts and work closely with the contract manager to deliver contractual requirements and any customer escalations.
- Provide primary point of contact to customers.
- Forecasting and contract scheduling of all planned and reactive service-related issues.
- Control of documentation to support the delivery of the contract visits such as Engineer permits, authorisations, inductions and RAMS etc.
- Review and closure of all customer queries, including billing and Purchase Order amendments or uplifts
- Ensure that key personnel are kept informed of customer requirements and any significant issues.
- Raise and co-ordinate warranty claims and contract repairs in line with customer expectations.
- Work efficiently and effectively with the Project Managers and other areas or departments to fulfil overall company objectives.
- Liaise with other coordinators and Service Support to maximise efficiencies and ensure customers' requirements are met.
- To contribute to the achievement of department and business KPI objectives.

### What's important to us

You will thrive in a fast paced environment, within a team to meet company and customer deadlines. You should be organised with strong attention to detail, possess excellent communication skills and

the ability to multi-task and use own initiative where necessary. Previous experience in planning/scheduling and/or customer service is essential.

## Building careers

We want all our colleagues to grow and build careers with Dale. We invest in our people for the future.

Many of our team members have been with us for over 30 years and some of our management team began their careers as apprentices. As we have grown so too have they and that knowledge is passed down as our team develops and evolves.

No two days are the same and variety is a key part of life for our team at Dale. There's always an opportunity to learn new skills and progress your career. We want to be a great place to work that is diverse and inclusive which is why we focus on supporting people and their development.

### Teamwork is where it starts

As a solutions business, teamwork is our bedrock. From our design and project management teams to the engineering team and customer service, all our teams work together to not only deliver the best customer experience possible but to support their colleagues both day-to-day and with their long-term career aspirations.

### Our values



**Do the right thing**



**Be the difference**



**Love our customers**



**Never settle**



**Look forward**

Our values are the guiding principles that define how we do things here at Dale. We look for colleagues to share these values when joining the team.

#### Do the right thing

It's what we do when no one else is looking that defines us. For us, doing the right thing means being accountable for our actions and giving the highest level of attention, respect and consideration to everyone, all of the time.

We want Dale Power to be good to work both with and for. By always doing what's best for our customers, our colleagues and our company, we will build even greater trust and confidence in our brand. And it'll make us even better

people to do business with. This also means being commercial – we won't over engineer and will strive to deliver the right solutions for the right price

**Be the difference**

The knowledge, skill and experience our people have make us unique. And we believe that every individual has within them the ability to lead by example, inspire those around them and be the difference between ordinary and excellent.

Whilst we are a collective of exceptional talents, we believe that our potential is greater than the sum of our individual skills. By taking responsibility the quality of our own work and pride in what we deliver as a team, we build not just better products, but a better business. For all of us.

**Love our customers**

We recognise that our customers trust their hard-earned budgets in our ability to help protect their business. In return, it's our duty to repay this trust by making their needs our priority. That's why every decision we make - and every outcome we measure - must be grounded in how well we serve our customers.

Keeping customers happy is the key to our success now and in the future - so we must show them how much they matter to us. Put simply: if we love our customers as much as we can, they will love us back.

**Never settle**

We're driven by trying to find solutions to what's in front of us. We are passionate and courageous in our decision making and restless in our pursuit of solving our customers problems. That means setting high standards, being sticklers for quality – and never settling for 'good enough'.

If you need inspiration to go above and beyond, look around you. We work with brilliant people who do exceptional things every day. And that, in itself, is an excellent thing.

**Look forward**

We've been around for a long time. We've seen and learned so much, and our experiences give us a unique pedigree. Our rich heritage gives us stability. But the future brings us new opportunities.

As the world strives towards net zero and organisations seek to secure their energy supplies, the curiosity that comes from always asking 'what's possible' means we are well placed to support our customers as they seek partners to help in managing their changing energy needs.

And that's a challenge we look forward to.