



Service Coordinator UPS

Job description



Do the
right thing



Be the
difference



Love our
customers



Never
settle



Look
forward

Role Profile

Job Title

Service Coordinator UPS

Division

Service

Reporting to

Contract Manager

Location

Scarborough

The role

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.

Why you're our kind of person

We're not looking for people who sit down and say, 'that'll do', we're driven by doing the right thing for our customers. We operate in an agile fast paced environment, and we are always looking forward, improving, never settling and wanting to be the difference for our customers. It's an exciting time to join the energy industry as we seek to reduce our reliance on fossil fuels and our ambitions present a tremendous opportunity. We work hard to deliver, and there's a lot to do, but the ability to make an impact in our business is significant. So, if that resonates with you and you want to love our customers as we do then come join a team of like-minded people

What good looks like

- Seamless: You'll provide high quality solutions to our customers
- Specialist: You'll be skilled in your area, be an expert in a number of Dale processes and be commercially smart.
- Collaborative: You'll advise your colleagues and input into other work, and also be able to work independently to get the job done.

What you'll do

- 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.
- Complete any reasonable task as directed by the Contracts Manager.

What's important to us

Person specification

Qualifications

Experience

- 2+ years working in a similar role in the service industry.
- Good negotiation and influencing skills.
- Excellent planning and organisational skills.
- Experienced at working with MS Outlook/Word/Excel and PDF documents, though training will be provided.
- Excellent communication and customer service skills.
- Team player as well as ability to work on own initiative.
- You'll be passionate about health and safety and ensuring that everyone goes home from work safely from our projects.
- You'll communicate openly, transparently, and effectively to ensure a high level of customer service.
- You'll be resilient and thrive in a fast-paced environment.
- You'll be inquisitive and stay up to date with industry and technical changes and legislation.
- You'll be keen to work collaboratively with others to develop shared solutions.
- You'll have good levels of self-awareness, excellent interpersonal and communication skills.
- You'll have good time management skills.

Additional information

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



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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.