

Temporary Location: Hampton Hill

Salary: £18,000 –£22,000

Permanent location from March: Staines

Permanent, full time

### **Operations Coordinator**

Required for our expanding drainage company based in Hampton Hill. We are looking for an experienced Operations Coordinator to join our fast growing dedicated Operations team. With more than 15 years experience in providing drainage solutions, we are committed to providing excellent service at all times, and always work closely with our clients to ensure that their needs are met. If you are looking for a fast pace, lively environment to work in and have the desired skills below, please do not hesitate to send us your CV.

#### **Operations Coordinator duties:**

- To support the Operations Manager in delivering the smooth running of the Operation Centre
- Daily management of the job database to ensure customer satisfaction and maximum revenue achieved by correct allocation of jobs to Engineers
- Liaise directly with customers to take payments, deal with cancellations and provide excellent customer service
- Control all correspondence including emails and inbound calls
- Knowledge of the Company H&S Policy / RAMS & ROSPA
- Ensure all requirements and RAMS are completed and understood by the Engineers prior to commencement of jobs
- To maintain accurate records of purchase orders for engineers
- Collate feedback from customers to continuously improve customer satisfaction

#### **The ideal candidate will have the following desired skills:**

- High organised, with a strong willed personality
- Enthusiastic, Approachable and dedicated
- Proven office skills and administrative knowledge, and experience
- Excellent time management skills and the ability to multi task
- Attention to detail and problem solving skills
- The ability to work under pressure
- Knowledge of drainage solutions (however not essential)

#### **Working Hours:**

Hours of work will be based on a 50 hour week (Monday-Friday), plus over time when required.

#### **What we offer:**

- 28 days holiday (including statutory bank holidays)
- Pension Scheme