

Job Title:	Technical Service Support Coordinator
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Department/ Business Unit:	HospEquip	Reports to:	Service Administrator
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Job Purpose

- To support the VIC service team to meet existing service contract obligations;
- cross sell additional services and products;
- and maintain strong customer relations to ensure service level satisfaction

Reporting/Working Relationships

- Operations Manager;
- Service Administrator/Coordinator
- Senior Service Technician
- Service Technicians.

Key Responsibilities

- Develop professional relationships and active communication with all new and existing customers, partner organisations and external parties, including medical and allied health personnel and organisations, government bodies, non-government and community organisations
- Answer incoming or return any calls taken by other staff and book jobs into Ostendo and place on board for service tech to attend.
- Scheduled Planned Maintenance. Manage serve tech calendar
- Call site to inform them when tech will be attending (minimum 5 days Prior)
- Prepare invoicing
- Prepare overview on completed service work to sites
- Prepare quotes for any follow up repair
- Forwarding to sales team any quotes needed for replacement equipment
- Ordering spare parts – include taking tool and equipment requests from staff – researching options and price
- Following up on spare parts orders if they are required for specific jobs and informing client when the job will be completed
- Doing a follow up phone call once service work has been completed to ensure that it has been done to their satisfaction and getting any feedback from a questionnaire template

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- Matching up service jobs and when they are completed so that we can measure time taken to complete work and set in place KPI's
- Assist with accounts when staff members away
- Maintain and update Asset Database
- Develop process for sling Audit
- Ensure that department practices/service work are completed safely, in compliance with company policies and procedures (incl. documentation), legislative requirements and quality standards
- Lead/participate in continuous process and quality improvement projects as required

Quality and Safety Requirements and Responsibilities

- Comply with Quality System requirements;
- Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any policy, procedure or work instruction relating to health and safety at the workplace that has been notified to you;
- To ensure compliance with applicable legislation, customer requirements and given the exposure risk to the business, it is a requirement of this role that you maintain any appropriate vaccinations and background checks as appropriate.
- Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values.
- Understand and adhere with Principals' applicable compliance, code of conduct policies and procedures;
- Understand and adhere with MTAA &/or MTNZ Code of Conduct.

Selection Criteria

- Essential**
- Understanding of Device Technologies policies and procedures including any vaccination and background checks in line with your role and responsibilities.
 - Customer service/relationship management skills
 - Telephone skills
 - Business administration knowledge and experience
 - IT/Software skills and experience (Microsoft Office)
- Desirable**

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- IT/Software skills and experience (Ostendo)