

Nelspecs Limited

Job Description – Service Co-Ordinator

- 1) Reporting to:** General Manager
- 2) Primary Role:** Co-ordination of staff and resources to facilitate efficient and effective operation of the Work Shop
- 3) Key Objectives**
 - a) Effective and efficient co-ordination of work flow through the workshop
 - b) Stock Management to ensure all jobs able to be completed efficiently
 - c) To provide a significant interface between the customer and Nelspecs Ltd
- 4) Key Activities**
 - a) Work as part of the team to achieve excellence in customer service, and to meet operational and health & safety guidelines for the workshop
 - b) Ensuring the 'diary' is up to date
 - c) Workshop stock management including ordering, holding levels, and pricing
 - d) Actively work to increase charged out time for all workshop staff
 - e) Act in a support capacity for Steve Fitzsimons and all sales staff
 - f) Liaise directly with customers, regarding jobs, regarding goods away for repair and taking sales enquiries
 - g) Fleet management, including
 - i) Arranging for servicing and routine maintenance as needed
 - ii) Legal compliance ie (WOF, Rego, RUCs)