

## Record UK Vacancy

### Service Planning Coordinator

#### Company Info

Record UK is the UK subsidiary of the Agta-Record Group who is one of the major companies within the automatic pedestrian door systems industry. The group manufactures and distributes door systems to over 40 countries worldwide.

We design, manufacture, supply, install and service automated door systems and aluminium shop-fronts throughout the UK to a wide range of organisations and clients.

Due to continued growth and high demand for its services, the company is now seeking to recruit an experienced Service Planning Coordinator working from our head office in Blantyre.

#### Job Description

This is an excellent opportunity for an experienced service coordinator to join our planning team. The main responsibilities of the role are:

- Schedule all labour in your geographic area to achieve required SLA's for reactive, quoted and PPM jobs
- Efficient route planning of the area's engineers using the available software to maximise efficiency and reduce travel time
- Ability to work under pressure positively and with enthusiasm to achieve the goals of the area, the team and wider Service team
- Prompt response to customer queries and phone calls
- Monitoring of the KPIs which include:
  - New Jobs
  - Return Visits
  - Overdue booked jobs
  - Quoted Works & PPM
- Ensure Internal Service System and Client specific web sites are updated and in line with SLA's
- Cover Service Mailbox, logging calls & answering queries, during sickness or holidays
- Contribute to ISO Business Management system.

#### Essential criteria

- Previous planning experience in a similar service environment.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced environment and to tight deadlines
- Good geographic knowledge of the UK

#### Benefits of Working at Record

If you are successful, you will join a forward-thinking organisation that is always striving to do better, adopting an empowering working environment that allows you the opportunity to grow and develop in your role and beyond.

As a Real Living Wage employer, you can expect to receive the following benefits when you work at Record UK:

- Life assurance scheme.
- Efficiency bonus scheme.
- Enhanced sick pay.
- Annual salary review scheme.
- Hybrid working scheme.
- Access to an online employee benefits portal.
- Access to an extensive online training portal.
- Access to an Employee Assistance Program.
- Bi-weekly fresh fruit delivery to head office.
- Onsite tea & coffee making facilities.

#### Additional Information

Hours: 40 hours per week.

Holidays: 33 days

Location: Blantyre, G72 0AH

To apply, please send your CV and covering letter to [recruitment@recorduk.co.uk](mailto:recruitment@recorduk.co.uk) with subject heading 'Service Planning Coordinator'. We look forward to hearing from you!

