**POSITION DESCRIPTION**

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| **Division:** | LTS Equipment |
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| **Position Title:** | LTS Equipment – Service Coordinator - Albury |
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| **Reporting to:** | Operations Manager |
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| **Position Purpose:** | **To improve and expand our existing service business whilst generating new business opportunities through networking, strategic planning and cold calling.****This position has 4 *success indicators:**** *A comprehensive knowledge of the LTS equipment and the Karcher range of products and associated parts including accessories and chemicals;*
* *Ability to liaise with Service Co-ordinators to obtain exact information on requests for estimate.*
* *A clear understanding of the estimating process and job costing control demonstrated by supply of prompt and accurate estimates;*
* *An ability to provide a Quality Control check to completed estimate prior to releasing to Co-ordinator;*
* *An integrated sales and service approach to estimating for new and existing client relationships to maximise opportunities.*
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**This position description covers four key areas:**

* **KEY RESULT AREAS**
* **PERFORMANCE EXPECTATIONS**
* **BEHAVIOURS**
* **SKILLS REQUIRED**

**KEY RESULT AREAS**

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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Revenue Generation:** ***Timely response to requests for estimates;******Cost effectiveness and accuracy when building estimate to ensure both LTS Equipment and customer are adequately represented;******Customer acceptance of Estimates*** | * Responding to phone calls, emails promptly
* Processes set in place
* Liaise with Co-ordinators, Scheduler as required
* Manage your service estimates and leads list in the Customer Relationship Management (CRM) System on a daily basis.
* Follow up customer queries, find out customer specific requirements and then ensure these requirements are built into required estimates;

**Measure of Success*** **Customer acceptance of Estimates**
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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Service Estimating Management:*** *A clear understanding of the estimating process and job costing control;*
* *Provide a Quality Control check to Estimates prior to releasing completed estimate to co-ordinator.;*
* *Communicate with All key staff by utlising CRM;*
 | * In collaboration with the Purchasing Officer establish Price and Availability (P&A) of parts, transport and external suppliers in generating estimates.
* Keep Company Service Scheduler updated on any changes to work scheduling.
* End of Month - Do check on Outstanding Estimates
* Estimate costing control
* End of week –Review requests for Estimate and ensure all are completed
* Ensure that all staff are punctual and they are issued jobs promptly efficiently
* Manage CRM,Job creation, assignment board population in conjunction with Service Scheduler.
* Ensure all paperwork is handled according to the directions set out in the procedure manuals.

**Measure of Success*** **Having the Assignment board for all branches booked up with a mix of servicing, repair and breakdown work up to a week in advance.**
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| **Stock Control***A Comprehesive understanding of the stock control systems and processes required to fulfil the servicing requirements of LTS Equipment’s customer base.* | Ensure that all parts are going to be available for all jobs booked for the week. Van stock replenishment – set up and control  (monthly stocktake and replenishment report). Pick up and pack required parts for each  individual job. |
|  **Measure of Success*** **Reduction in downtime during peak work hours due to unavailable parts**
* **Reduction in Stocktake variances**
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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Office Administration***Provide leadership and direction in process and work flow to the*  | * Daily implementation of Branch Operations, ensuring the Premise is open to public from 8.30am to 5.00pm
* Answer incoming phone calls and disseminate to relevant colleagues
* Follow up bills not received for completed jobs
* Ensure WHS Polices are on display
* Ensure Safe Work Method Statements are available to all staff upon request
* Ensure that all paperwork and computer procedures are completed and carried out promptly, accurately and timely.
* Controlling Branch expenses and initiating cost savings.
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| **Measure of Success** |
| * **Reduction in downtime during peak work hours due to unplanned stoppages**
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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Reporting** | * Report all Activity daily via CRM
* Report all Service jobs daily via CRM
* Weekly phone meetings with Service Manager
* Yearly PDR with Operations Manager
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**CORE BEHAVIOURS**

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| **1. Focuses on Clients**  | Has highly productive relationships with all clients by ensuring that meeting customer needs is a primary focus of actions and decisions. |
| **2. "Can Do" Mentality**  | Displays excellent tenacity and initiative in responding to situations in a flexible and positive way. |
| **3. Teamwork**  | Is clearly committed to the team and contributes in a positive way to the team at all times. |
| **4. Creativity**  | Always looks for alternatives in reaching planned outcomes. Instinctively thinks laterally to find fresh ideas and approaches. |
| **5. Interpersonal Communication**  | Places high importance on communication and ensures wherever possible that interactions with others are a positive experience for both parties. |
| **6. Builds Business Relationships**  | Successfully builds and maintains relationships with people outside their immediate team that leads to the achievement of mutual goals. |
| **7. Committed to Quality**  | All work is thoroughly checked. Quality and excellence is highly valued as is a commitment to continuous improvement. |
| **8. Individual Performance** | Always strives to achieve optimal performance in everything they undertake by seeking regular feedback and valuing their own development. |

**SKILLS REQUIRED**

* Superior communication, written and verbal skills
* Product Knowledge (LTS Equipment product range)
* Industry Knowledge (eg: industry trends)
* Sound Mechanical aptitude
* Planning and time management skills
* Selling skills
* Negotiation skills, decision making and problem solving skills
* Presentation skills
* Computer skills, including the use of Customer Relationship Management (CRM), Accounting and Administration systems, Excel, Word and Outlook.
* Teamwork skills
* Cost effectiveness skills

 