**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.* |

**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. |
| **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 |

**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

Job Performance Evaluation Form Page 4
Unsatisfactory
NA
Knowledge of Work - Consider employee's skill level,
knowledge an... Job Performance Evaluation Form Page 5
developments affecting SPSU and its work activities. Unsatisfactory
NA
Leadership -...