



BOXTEC

Tech is in our DNA.

Job Title: Service Delivery Coordinator

Reporting to: Service Delivery Manager

Location: Thame, Oxfordshire

Box Technologies is part of the Flytech Corporation – a global technology business with over 500 employees with a market capital in excess of \$350 million dollars and our success means we are always looking to hire more winners for our team.

We work across Retail, Hospitality, Gaming, Healthcare and Industry 4.0 sectors and our technology and services support many well-known brands in these industries.

A key part of our Service Delivery to these brands is to ensure our hardware is supported after the customers have received the product. We are looking for an enthusiastic, organised and customer focused individual to help us maintain our impressive after-sales support processes.

+ Overall Purpose of the Job

To provide daily administration duties to support customer requirements, working closely with the Project Managers to ensure an exceptional customer experience is obtained.

Establish and maintain strong internal working relationships with colleagues across all departments across the business, working collaboratively in order to achieve business goals and objectives.

+ Day to Day Responsibilities

- Providing swift and effective responses to customers and delivering an exceptional customer experience.
- Administration (quotations, sales order processing, order management, after sales support, etc.).
- Process all customer orders in a timely fashion; providing accurate sales quotations, following a clear sales ordering process, updating the order management system and the coordination of the order delivery.

- Co-ordination of on-site resource
- Scheduling hardware delivery.
- Identifying and escalating opportunity for improvements in the delivery of departments processes.
- Developing strong internal relationships and working closely with internal teams on a daily basis to achieve business goals.
- Undertaking cross-training and providing support to other Service Delivery team members as required.
- Liaise across all internal business disciplines (i.e. Technical, Production & Accounts) to resolve any queries regarding support, delivery or payment terms
- Attend all required team meetings (except in the case of agreed holiday or sickness)

+ Skills and Qualifications

Essential	
	<ul style="list-style-type: none"> • Administrative experience in a similar role • Strong interpersonal and communication skills (written and verbal) • Process driven with a keen eye for detail • Organised and methodical • Strong IT skills, utilising MS Office365 applications for a varied number of daily tasks and ad-hoc analytical purposes (with a particular emphasis on MS Excel) • Evidence of problem solving and issue resolution within a previous role
Nice to Have	
	<ul style="list-style-type: none"> • Experience working in B2B Sales/Marketing within the IT sector • Experience using Access Dimensions or Super Office (or similar systems) • Project Management Knowledge
Personal Skills	
	<ul style="list-style-type: none"> • Team Player • Confident & outgoing • Determined & resilient • Can- do Approach • Uses initiative & applies common sense

+ **Company Benefits**

- Company Pension Scheme
- 25 days holiday (plus bank holidays), additional holiday for long service, up to a maximum of 28 days in line with company policy (pro rata for part time hours)
- Life assurance
- Additional lifestyle benefits
- Free parking