

Service Controller

Glosrose Engineering Limited is an independent Mechanical Handling business who sell, hire, service and maintain mechanical handling and construction equipment. We are seeking a Service Controller to join our Hollingbourne based team on a full-time basis.

We are currently searching for someone to fit and fulfil a Service Controller position. The job is office based and will involve running a team of engineers in an area within the UK. All training will be provided.

The Role:

Reporting directly to Management, the Service Controller role is a proactive and important position within the Glosrose Service Team with responsibility for all related enquiries. You will be responsible for handling a team of highly skilled Service Engineers and will aim to enhance the quality of services that are being provided to our customers. Other tasks include ensuring the smooth running of the department, management and continuous improvement of field service activities in line with company objectives. You must carry out your daily tasks ensuring adherence to company policies and procedures, working effectively as a member of the team. Your overall objective will be helping to achieve and ideally exceed the business plan of the department.

Our customers needs and expectations are paramount, and you may be able to help us deliver the kind of care and support we provide to them, putting our customers first and enabling us to deliver responsive results in each situation.

We are able to offer a competitive salary and an attractive company pension.

Main duties include, but are not limited to:

- Daily management of the engineering team
- Daily management of servicing and breakdowns
Provide weekly/monthly service reports
- Schedule review meetings with customers
- Customer site visits and customer relations
- Dealing with customer calls and queries
- Supply KPIs
- Manage invoice queries in a timely manner
- Create estimates from after service repairs
- Adhere to agreed Service Level Agreements
- Monitor costs/revenue within the department
- Busy and fast paced department

The Candidate:

- Previous forklift/mechanical handling/construction equipment experience preferable
- Good communicator
- Previous engineer/managerial experience preferable
- Competent with Microsoft packages and data systems

Working Hours:

8am – 5pm, Monday to Friday

The above role is available for an immediate start. To apply for this exciting role with an expanding business within the forklift truck industry, applicants must send CV's by email to:

Recruitment@glosrose.co.uk