



SENIOR MAINTENANCE CO-ORDINATOR

Job – Senior Maintenance Co-Ordinator

Salary - £depending on experience

Job Type - Full Time

At Celsius Plumbing and Heating, we do things differently! We are one of Edinburgh's larger Domestic Heating and Plumbing Companies. As an award-winning business, we strive for high levels of customer service.

We are team focused, so there are expectations from all members to help each other out from time to time.

See for yourself what we are all about - <https://www.celsiusplumbers.com/about/recruitment/>

General Duties

As a Senior Maintenance Co-Ordinator you will be working closely with our senior management team. As a Senior Maintenance Co-Ordinator you will be responsible for a small team and a small portfolio of key accounts. ensuring you and your team are the first point of contact for our customers, answering calls, creating and responding to emails (Diary delegation) and handling occasional office drop-ins. You will also be dealing with new business enquiries that arise and follow up on sales opportunities. Working closely with our engineers and management to help manage and plan their diaries and workloads. We are looking for someone to take pride in what they do and someone who has a desire to make a positive impact and contribution, helping take the company further.

No two days are ever the same, which keeps things exciting, challenging and new.

This is an all encompassing position that offers great diversity with a number of tasks and responsibilities though it is stressed that these tasks would be somewhat shared with the office team. We strive to maintain an excellent level of customer service, so it is vital you have great communication skills, great interpersonal skills and an ability to deal with sometimes hostile customers in a calm and professional manner.

Given the nature of the business, there will be occasions where customers are very demanding or even complaining so you must have the ability to deal with such situations yet always uphold the professionalism of the company and work towards finding a solution.

Responsibilities

- Diary Management
- Client account management
- Emails
- Handling customer payments / Invoicing
- Working directly with engineers and management team
- Placing, tracking and chasing supply orders
- Contributing to adhoc scenarios and requirements that come with a small office
- Priorities workloads

Skills and Experience

- Previous office experience
- Excellent communication skills
- Competent with Microsoft packages - Word, Excel, etc.
- Ability to multi-task is a must
- Ability to organise, plan and prioritise
- Relevant industry experience would be a major advantage though is not essential

In return for your skills and experience, you will receive -

- **Salary £ depending on experience**
- Company Pension
- Holiday Pay
- Full on-going training
- Working for a growing business with a strong brand and ethos

If you want to feel valued in your role, apply today!

Please email us your CV and include a cover email and a few sentences as to why you feel you would be an ideal candidate for this role.

Immediate Start Available.

Job Type: Full-time