



SENIOR OPERATIONS CO-ORDINATOR

Job – Senior Operations Co-Ordinator

Salary - £Depending on experience

Job Type - Full Time

Location – Must be Edinburgh / East Lothian based

Plumbing / Heating / Gas Qualification preferred – Not Essential

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 Operations Co-Ordinator you will be working closely with our senior management team. It is a very busy role, so if you are like us and thrive working in a fast-paced, busy team environment, please keep reading on!

We will need to lean on your experience to deliver our service level agreements to our customers. Daily challenges will mean thinking on your feet at times. We all pull together to get the job done at times, that is why our team love working here at Celsius. As a senior person in the company, you will take ownership of these tasks and be responsible for ensuring we meet the goals for the company. Working to targets, is something we like to do and believe passionately about achieving our company goals.

We have now launched our customer finance option, (which we are extremely excited about) in which you and your team will be responsible for delivering to our customers. You and your team will be also responsible for a small portfolio of key accounts, ensuring seamless communication for our customers, answering calls, creating and responding to emails, generating engineer reports and creating customer quotations. You would be working closely with our engineers to help manage and plan their diaries and workloads, to ensure efficiency through our operations. You will also be dealing with new business enquiries that arise and follow up on sales opportunities.

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.

Everything we do is process driving, so the ability to work to process is essential, as we want to ensure consistency in everything we do.

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 variety of tasks and responsibilities. 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 our team and our customers in a consistent professional manner.

Read about our company values here - <https://celsiusplumbers.com/about/>

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
- Qualified Domestic Plumbing / Heating and or Gas Engineer – Preferred

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

Please click the apply now button on our website and include a cover note 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