



SERVICE COORDINATOR – JOB DESCRIPTION

Reporting to: Centre Manager

Location: Various Locations

Job Purpose: To assist the Centre Manager in whatever way possible to ensure the smooth running of the centre, as well as the highest standards of customer service within the centre and the enhancement of the profitability and occupancy of the centre. Interacting with and maintaining excellent working relationships with the I.T, Finance, Operations, HR and Sales teams to ensure that the centre is generating all possible revenue and operating in a cost effective and efficient manner. You should be constantly looking for ways to add a positive contribution to the business and your performance will be evaluated on this basis. Your job is not limited to a finite set of responsibilities so you must be ready to face any challenges which might present themselves in the running of a centre.

GENERAL

- Performing the front of house duties in accordance to the SOG standards. This includes professional call handling, greeting clients, meeting room bookings, post, photocopying, faxing, performing daily check of the centre and general ad hoc duties.
- Assisting the Centre Manager as requested.

SALES

- Dealing with sales enquiries by redirecting them to the Centre Manager.
- Supporting sales and viewings by ensuring professional and personalized greeting.
- Ensuring that the show offices are set up as per SOG standards and that the centre is presentable at all times.
- Assisting the Centre Manager in marketing and promoting the centre locally.
- Taking charge of up selling wherever possible and liaising with relevant departments in order to maximize revenue (meeting rooms, IT services, reception services).

OPERATIONS

- Ensure the smooth running of the centre.
- Ensure that SOG standards are applied by maintaining the appearance of the centre; this includes the reception, meeting & conferencing facilities, kitchen, toilets & shower facilities.

Assisting the Centre Manager in managing the client move in and client move out process to provide a smooth transition for the client whilst ensuring all administrative, operational and financial aspects are completed to a high standard.

- Managing the IT and Telecommunication services delivery and infrastructure in line with SOG standards and procedures, liaising with the IT department to resolve IT issues for new clients as well as existing clients.
- Ensuring that Health and Safety regulations are adhered to within the centre. Follow policies and procedures dictated by SOG and current H&S legislation. Assisting the Centre Manger in ensuring that Health and Safety checks are completed including fire alarm testing, emergency light testing, monthly checks, emergency equipment and emergency evacuation practices.

CUSTOMER SERVICE

- Ensuring high level of customer service and satisfaction at all times. This includes the SOG reception standards (greeting, professional telephone manner and customer care).

Dealing with client's complaints in an efficient and timely manner, keeping the Centre Manager informed at all times

FINANCE

- Ensuring accurate information is entered onto charge sheets/batch sheets for billing, i.e. photocopying/faxing and post, IT services, car parking and meeting rooms, teas & coffees, etc.

This list is not exhaustive.

QUALIFICATIONS/ SKILLS REQUIRED

- Working knowledge of Microsoft applications
- Good understanding of Maths

If you wish to apply for this or any roles, please complete the online application form and send to the address on the form.

Please note we may not be recruiting in a location convenient to you, however we will keep your details on file for a minimum of twelve months and will be in touch in a vacancy arises.