

<b>Job Title</b>	Product Support Coordinator
<b>Department</b>	Product Support Department
<b>Line Manager</b>	Product Support Engineer

### **Job Function & Scope:**

The following activities and responsibilities form the important and critical aspects of the Job Description. However, there will be additional responsibilities associated with the day-to-day business requirements which will be associated with this position.

### **Product Support / Technical Assistance:**

- Identifying spare parts using Autodesk Inventor. (With the assistance of the Product Support Engineer.)
- Raising manufacturing orders for required parts.
- Preparing production drawings for spares and modification orders.
- Liaising with Production Manager to ensure required parts are manufactured to an agreed timescale
- Advising / Updating Product Support Engineer and Sales Team with progress and scheduled collection / delivery dates of spares.
- Attend / Present at the daily update meeting.
- Develop an understand the Semcco product range to become capable of answering basic technical questions and queries.
- Retrieve dimensions and weights from 2D drawings for shipping quotes.
- Interrogate engineering files in order to resolve customer queries or technical issues.
- Coordinate service engineer schedules with the assistance of the Product Support Engineer.
- Assist Product Support Engineer with the implementation of a new service software.
- Co-ordinate travel & accommodation arrangements for Service team.

### **Sales Assistance:**

- Provide quotations for spares, repairs, and modifications.
- Order Processing on Winman.
- Creating job cards.
- Closing invoices.
- Ad-hoc customer correspondence.
- Liaise with customers regarding quotes, order updates etc.
- Responsible for customer compliance documentation.
- Organise Shipping & export logistics and documentation. Arrange shipping for Semcco equipment, UK and overseas. Co-ordinate with customers' own shipping representative.
- Assist leadership team with meetings & travel arrangements.

### **Administration**

- Ensure all external calls are answered in a professional and helpful manner (shared switchboard)
- Learn and understand telephone system and functions and assist employees as required with troubleshooting.
- Administration of BAA & BA airside passes, and Airside vehicle passes.
- Construct and issue service certificates to customers who have service agreements.
- Responsible for ensuring that all service records and filings are always up to date.
- Responsible for maintaining our database of equipment on service contracts.
- Responsible for maintaining our database of product serial numbers.
- Create Labels. (Safety Labels, Logos etc.)
- Responsible for producing all documentation for our products. (Data-Plates, Certificates of Conformity, Certificates of Origin, etc.

- Respond to all email enquiries with-in 24 hours.

### **Communications**

The Product Support Engineer is to be the first line manager, but the position will also involve working closely with the General Manager and other members of the company, assisting as and when required.

### **Administration**

The company operates using a quality system ISO 9001: 2015. All work must be recorded as per the company quality system, and company procedures must be followed. All materials used must be recorded and accounted to for to ensure that customers are charged correctly.

It is expected that all Semmco employees will act appropriately in all dealings with customers, suppliers, members of the public and other members of staff, to work and communicate in a professional manner either face to face, over the telephone or via written communication (including email) at all times.