



NORBAR TORQUE TOOLS LTD

JOB DESCRIPTION

JOB TITLE: REPAIRS CO-ORDINATOR

RESPONSIBLE TO: CUSTOMER RELATIONS MANAGER

OVERALL PURPOSE OF THE JOB:

To understand the expectations and needs of our customers and maximise the opportunities in converting Repairs and Calibration enquiries in to orders. To enhance the customer experience when dealing with Norbar providing an unrivalled level of service within our industry.

KEY TASKS:

1. To be the customers primary contact with regards to:
 - Pricing and availability of after sales services.
 - Progress of Customer repair and calibration orders.
 - Warranty claims.
 - Customer complaints.
 - Customer account administration.
 - Use of Norbar Website.
 - Product knowledge.
 - Priority Booking/Scheduling
2. To unpack, identify and book in customer Repairs and Calibrations, ensuring all components are present.
3. To handle and manoeuvre heavy equipment using Manual Handling equipment provided.
4. To process customers repairs and calibration orders, credit notes and invoices.
5. To establish and maintain a professional and friendly rapport with customers and solicit feedback to determine the quality of service given and understand our customer's individual needs.
6. To maintain and respond promptly to Repairs & Calibration e-mails.
7. To promote and administer the Priority Booking service.
8. To maintain and communicate accurate Customer information across the business platforms.
9. To internally communicate with the team to provide customers with accurate information relating to their individual requirements.
10. To provide support to the entire Generate Demand Process including team meetings.
11. To maintain scrap tools spreadsheet and disposal of scrap tools.
12. To progress Customer quotations.
13. To provide Certificate Entry support to the Laboratory as required.
14. To provide Reception cover as required.
15. Any other duties as required by the Customer Relations Manager.