

Customer Service Supervisor – Environmental Remediation Solutions

Viltra is a specialist in the design, manufacture and supply of engineered solutions for the reliable and effective treatment of aqueous effluent streams from industrial, commercial and residential premises.

As a result of winning contracts with new clients throughout UK and Ireland who share our passion for the protection of the environment, this opportunity has arisen to join our growing engineering support team based in Newry, Co. Down.

We are looking for an enthusiastic individual with a background in the maintenance and servicing of mechanical and electrical equipment who wishes to use their practical expertise and experience in a supervisory capacity. The primary responsibility of the Customer Service Supervisor is to co-ordinate and ensure delivery of the appropriate response to customer enquiries, including rostering of field service personnel, to ensure that customer plant is maintained in a fully operational state.

GENERAL RESPONSIBILITIES

Responsible for the scheduling of Viltra field service visits, liaising with customers and contractors.

Co-ordination and supervision of the Viltra field service team of technician engineers and internal support staff, ensuring that skills are maintained up to date and staff potential is fully developed.

Ensure that systems and processes are in place and operational, to maintain the accuracy and completeness of service and customer plant records.

Provide first line support to customer enquiries regarding the operation of Viltra products (full training will be provided).

KEY RESPONSIBILITIES:

- Manage customer liaison for all Viltra Care (service team) activities including service booking, logistics and reports.
- Schedule service activities and site team to maximise available resource productivity.
- Liaise with Viltra Care team regarding necessary materials, replacement parts and equipment to achieve first time visit activity completion.
- Ensure site activity reports are accurate and complete, and are issued to each customer.
- Work with relevant internal and external experts to oversee the collection, processing, analysis and reporting of laboratory samples.
- Provide first line support to existing Viltra customers requiring assistance with the operation of Viltra treatment plant (training will be provided to fulfil this responsibility). Liaison with internal and external experts will be required in some instances, this support is readily available.
- Develop Viltra Care internal processes to improve efficiency and level of customer service, including use of digital automation tools.
- Provide internal reports on the efficiency and effectiveness of the Viltra Care team activities.

REQUIREMENTS

The ideal candidate will:

- Have significant experience in a customer service role
- Have a technical background with knowledge of the operation and maintenance of mechanical and electrical systems, with knowledge of pumps being particularly desirable.
- Be customer focused, striving to meet customer expectations or managing them from the outset
- Have experience in providing leadership to a team delivering a technical service
- Have an organised/methodical approach to their work and understand the importance of accurate record keeping
- Be able to adapt to a changing schedule and prioritize as necessary
- Be confident in communicating with customers and colleagues
- Be confident in the use of Microsoft Office suite and be willing to learn how to use company CRM system, phone system etc.
- Ideally have experience in scheduling/logistics but this is not essential
- Ideally have experience in using Fieldmotion software, but this is not essential
- Be legally entitled to work in, and travel throughout, UK and EU

Job Type: Full-time

Salary: From £25,000 per year

Schedule: Monday to Friday

Location: Newry, Co. Down

To apply, please send your CV and a cover letter stating the job role you are applying for, to jobs@viltra.co.uk by close of business on Monday 23rd September 2024.