

## CAMPBELL SCIENTIFIC JOB DESCRIPTION

<b>ROLE NAME:</b>	<b>MAINTENANCE COORDINATOR</b>
Reporting To:	Technical Support and Projects Manager

### 1. Role Description

The purpose of this role is to initiate, coordinate and administrate all activities in relation to the sale of and delivery of, maintenance and in time, calibration and repair services for Campbell Scientific equipment. It is expected that this role will be responsible for quoting for simple part sales, calibration and repairs and on-site maintenance services

### 2. Main Responsibilities

It is expected that within this role, the Sales and Service Coordinator will undertake the following duties: -

- To maintain an accurate and up to date list of customers that have been sold systems where maintenance and lifecycle services could be offered
- To proactively promote and sell on-site maintenance services to customers that have bought a Campbell Scientific system or systems
- To identify upgrade opportunities as a result of obsolescence or a newer offering and actively promote this to the Campbell customers
- To maintain accurate and up to date records of opportunities, quotes and sales of on-site maintenance
- To coordinate activities around a program of maintenance activities that would include, scheduling, documentation and customer communication
- To support the on-site maintainer in providing a list of equipment and a description of the maintenance activity to be undertaken in good time
- To ensure that maintenance activities and install base data is accurately recorded and on time delivered by the on-site maintainer
- Inform the customer when additional parts or services are required and work with admin to quote\invoice appropriately
- To deliver maintenance records and\or certificates when required, once the maintenance is complete
- To proactively promote and offer calibration services for customers that have bought a Campbell Scientific equipment
- To maintain accurate and up to date records of opportunities, quotes and sales of calibration services
- To work with marketing and sales to create and develop service sales promotional materials and campaigns
- To document activities following company procedures and using company systems
- Any other duties as required by the company

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### 3. Personal Specification

Technical Skills and Competencies	Essential	Desirable
Strong organizational mind set and experience of maintaining data and information. Good attention to detail.	X	
An excellent communicator, both written and verbal with negotiation skills	X	
A strong customer focus and have experience working directly with customers and know how to develop and maintain professional and commercial relationships	X	
Have a 'can-do' and positive attitude and is innovative and creative in searching for better ways to do things	X	
Experience as working as part of a team with shared responsibilities and targets	X	
Commercial experience in sales and or sale administration		X
Leadership experience in planning and coordinating activities for other team members		X
Understanding the need for data quality and consistency and encourage that mindset and behaviour in others		X
Commercial experience in sales and or sales administration		X
Hold a full clean UK/EU driving licence	X	
Hold an UK/EU Passport and/or have the rights to work in the UK/EU	X	

Qualifications	Essential	Desirable
Formal education to a degree standard	X	
Professional qualification in administration		X