



Solutions Delivery Specialist

Unified Department

Full Time

Office Based in Market Harborough

Summary

This is an exciting opportunity for a project scheduler to join a fast paced, highly skilled and dynamic team. You will be working within our Solutions Delivery team, proactively managing and seeing installations through to fruition while providing an incredibly high standard of customer service. This candidate will need to be resilient with the ability to manage multiple projects at the same time which may encounter challenging situations.

You will assume responsibility of managing our field engineer's schedules to arrange installs and working closely with suppliers internally and externally to ensure stock levels are maintained. This will demand an excellent communicator who is able to build strong relationships through continued, consistent liaison with varying parties.

Key Responsibilities

- Coordination of ongoing projects during initial installation and aftercare
- Maintain regular contact with customers on progression of live cases
- Liaison between suppliers and customers to report and resolve customer faults
- Initiating the installation process to fulfill customer orders
- Closely working with internal and external suppliers to complete orders
- Management of field engineers diaries for onsite work
- Allocation of fault cases to appropriate departments
- Ongoing liaison between suppliers and customers to achieve agreed SLAs
- Organising process orders to initiate jobs raised by sales team
- Escalation of faults to appropriate supplier/department
- Drive cases through appropriate avenues to ensure expectations are met
- General administration
- Collaboration with Technical Support team on additional change cases
- Provide support to the Customer Care team on inbound calls
- Process digital orders through to completion





Microsoft Partner



Personal Attributes

- Continuously deliver and exceed excellent customer service to Welcomm customers.
- Be able to share knowledge and support to other unified team members.
- Ability to plan and prioritise workload for customer delivery, taking full ownership.
- Confidence and full ownership and accountability in managing multiple projects.
- Ability to establish customer action plans and deliver against timescales agreed with excellent time management skills.
- Strong liaison skills with the co-ordination of internal/external parties.
- Ability to manage multi-site phased programmes.
- Good use of Microsoft Office, especially Word and Excel.
- Excellent communication skills and the ability to build strong relationships with customers, peers and suppliers.
- Organised, punctual and consistent when contacting customers.
- Well presented with a positive, professional and proactive approach.
- Sense of responsibility and integrity.
- Strong resilience skills.
- Confidence in seeking positive solutions to any barriers/issues that may arise.
- Easily adaptable to Welcomm's computer systems.
- Confident and influential communicator.
- Good leadership, operational and organisational skills.
- Flexibility with working hours if customer meetings do not fall within normal office working hours.

Disclaimer

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.

