



Connected systems,
for connected journeys.
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Service Co-ordinator

Job description



Journeo

Delivering connected journeys

Journeo is a pioneering technology group that helps the transport community deliver services with confidence, providing end-to-end solutions that connect millions of journeys, in real-time, every day.

We install, integrate and maintain market-leading technology and infrastructure systems, manufactured by ourselves and our trusted partners, to deliver smarter, safer and more sustainable transport services.

Built on real-world experience and developed in partnership with customers, Journeo's solutions combine the latest systems, cloud software and end-to-end support to deliver the technology behind future transport services.

We are constantly developing and innovating solutions to support our customers' legacy systems, current technologies and future plans, giving their passengers the peace of mind to choose public transport.



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Overview

Job title:	Service Co-ordinator
Department:	Service
Reports to:	National Service Manager
Responsible for:	Daily support to all internal and external customers
Location:	Journeo Head Office, Ashby-de-la-Zouch, Leicestershire

The role

Acting as the first point of contact for customers, the Service Co-ordinator provides full support to the National Service Manager to ensure the smooth running of all service teams across all business areas.

This includes dealing with all enquiries in an effective and professional manner, co-ordinating efficient and reliable customer service activities (both remote and onsite) and providing support and guidance to service personnel performing installation, maintenance and repair work.

Responsibilities

The primary duties of the role are to:

- Answer incoming calls and handle customer inquiries.
- Liaise with depots for vehicles to be available.
- Complete daily checks of remote monitoring systems, raising and allocating service calls from those checks.
- Schedule work for engineers to ensure SLAs are met.
- Manage projects resource allocation for all business areas.
- Deal with stock transactions for field engineers, manufacturing and projects teams.
- Check through engineers' daily work activities (including escalations, projects and audits) and update our service website/software.
- Update our Fault Management System with all issues which are outstanding.
- Raise new issues, projects, AMS and audits onto the system.
- Maintain our service website/software, creating logins for customers and staff.
- Enter new fleet numbers and depots onto the system.
- Provide reports as required.
- Provide administrative support for the National Service Manager.
- Perform administrative duties appropriate to the activities of the team.

Application process

In the first instance, send your CV and covering letter to careers@journeo.com.

