

**Job Title:** Resource Coordinator

**Location:** Egham

## Role Overview

*The role is responsible for managing the Field Service Engineers (FSE's) resource diary.*

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## Key Responsibilities

- > Dispatch and control efficient schedules for all engineers in reference to PMV's, reactive and scheduled call outs and quoted works
- > Checking system as your first job to ensure all engineers are logged in to resource management and on target
- > Liaising/chasing engineers throughout the day regarding SLA's
- > Working alongside the engineers to make sure all relevant RAM's, permits, change requests are sent to customers / third parties
- > Updating CRM portal with eta's where applicable
- > Provide first point of contact for scheduling support
- > Central point of contact between Helpdesk and Service Engineers
- > Assist with retrieving engineer Service Reports
- > Ensuring performance targets are achieved and SLA's are met, and the service team continues to improve and develop
- > Help support and manage Engineer holiday/absence requests

## Desirable Skills

- > Effective action and follow-up of required activities
- > A meticulous attention to detail

- > Administration and organisational skills
- > Commercial awareness
- > Excellent customer relations and interpersonal skills
- > Ability to take responsibility

## Further Details

**Salary:** Dependant on experience  
**Reporting to:** Customer Services Manager  
**Department:** OPS  
**Hours:** 9-hour day on a rotational shift pattern between 7am-7pm, Monday-Friday

## Contact

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