

Field Service Coordinator - German language

Department: Services

Location: 3. Belgrade



Field Service Coordinator works in a very dynamic, multilingual and customer oriented business environment. Position is responsible for the proactive planning of all incoming work order allocations received within a specific geographic territory or Customer responsibility; position is also responsible for ensuring that all available resources are effectively utilized and predefined service levels are consistently achieved and contractual agreements met.

Languages required:

- **German language** - fluent

Key Areas of Responsibility:

- Support the activities of the Customer Engineers (CEs) assigned to this position within a particular geographic region or territory; Plan, prioritize, assign, and monitor all open work orders for CE's, ensuring the prompt delivery of service to meet our contractual terms and conditions;
- Responsible for identifying and escalating to the Team Leader or the Territory Manager, or the correct person, any situation that will cause a work order to exceed the specific contractual response or fix time; Gathers problem information and records data in desktop tools
- Working with other Service Coordinators when the movement of engineers across territory boundaries is necessary to fill any skill or resource shortfall
- Maintaining effective and timely communication with engineers, obtaining regular progress updates for outstanding work orders, and handling all messages that are required to be transmitted to CE's within the territory; Scheduling customer installation activity

Candidate profile and qualifications:

- Knowledge of **English language**
- Excellent communication skills

- High level efficiency, problem solving attitude, precision and attention to detail
- Responsible with good organizational skills
- Well-developed computer skills
- Not convicted or in a process of conviction

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- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training