

Implementation Coordinator - French language

Department: Operations

Location: 3. Belgrade

- Implementation Coordinator is responsible for the day to day management and delivery of installation services across a number of clients.
- Will become the Single Point of Accountability for delivery and installation activities.
- Responsible for ensuring that all deliverables are fulfilled on-time, within budget and meets the customer expectations.
- Coordination & communication with customers, suppliers and internal colleagues.
- Responding immediately to customer or supplier concerns or problems and taking ownership until a successful resolution is achieved. Either by resolving them personally or by escalating them to the proper associate, team member or regional project manager.
- Overall Project Management & Planning capability (Adherence to processes and systems and smooth functioning without follow-up from HQ).
- Coordinating and monitoring the performance of suppliers in maintaining the timeframe & quality of the materials & services delivered.
- Understanding and performing the various Customers/Suppliers Scope of Services under TIS and elevates or escalates issues when appropriate, and/or according to established procedures.
- Responsible for ownership of all customer issues/needs that are voiced or observed and acts appropriately.
- Responsible for all NCR assets that will be used in the delivery of customer services (i.e. drawing & manuals, tools, software, vehicles, documentation, and intellectual property), or as assigned by management.
- Responsible for accurate and prompt reporting of calls and activity, as well as other reporting as required.
- Responsible for capturing detailed customer asset information and other data required to complete any invoicing or billing activities.
- Building working relationships with customers and develop informal communication channels with customer account at the local level (ie Branch, Store or office).

- Representing NCR in a manner that reflects positively on the image and reputation of the company.

CONDITIONS:

- Mandatory - High School Diploma - IV level of education (SSS); University Degree preferred;
- Experience in similar jobs, as well as in project management;
- Advanced knowledge of English and French language;
- Knowledge of computer skills (especially Microsoft Outlook and Excel);
- Not to be convicted or in the trial process
- Experience in AutoCAD is preferred