



Job title: Business Administration - Customer Support and Operations Coordinator

Company: MJP Electrical Services Ltd

Location: Windmill Leisure Golf Range, Henfield Road, Westerleigh, Bristol, BS36 2FE

Working pattern: Office Hours: Monday – Friday 8am-5pm

Salary: From £26k pa

*Join a fast-growing business that supports your personal progression.*

***Our Vision for MJP Electrical Services Ltd:***

We're building a unique electrical company in Bristol and Bath; one that's renowned for responsive communication and the reliability of our people.

We're ambitious and we're growing the business while retaining our reputation for excellence.

***Your Part in Our Vision***

You'll be an integral part of the business. Without you and your skills, it's impossible to run the company successfully.

As a Business Administration - Customer Support and Operations Coordinator, you're speaking to customers and shaping their perceptions of the business.

With your friendliness, proactivity, and efficiency we can make sure that MJP is the go-to electrical company in the region.

Responsibilities include.

Your role is to manage customer enquiries from the first point of contact through to final follow up and feedback. You'll organise the engineers and make sure jobs are scheduled promptly and accurately.

General admin tasks and communicating with customers.

- Answering incoming telephone calls in a timely, polite manner
- Advising customers of our range of services that best match their need
- Making outbound calls to customers for feedback at the end of a project
- Promptly responding enquiries received by email and through Check-a-trade
- Keep the customer informed with the status of their job

Scheduling jobs

- Accurately logging all new enquiries and service requests in the company systems
- Scheduling new jobs immediately in a suitable time slot for the engineers
- Preparing and managing the weekly engineer schedule
- Building a good rapport with the engineers in the field.



www.mjpelectrical.com t: 0117 4500124 e: info@mjpelectrical.com

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## Business Administration

- Book-keeping
- KPI - Data entry
- File organisation
- Form filling

## Professionalism

- Working closely with the engineers and office team.
- Have a strong understanding of the services we offer and a good general knowledge
- Speaking to customers in a friendly and informative way
- Reporting to the Operations Manager, Sales Manager and Directors
- Escalate feedback from any unsatisfied customers to the Operations Manager
- Attending regular performance meetings

## Experience / Qualifications

- Experience of working in a fast-paced environment, whilst focusing on delivering exceptional customer service.
- Scheduling experience in a similar role
- Expert using Microsoft Office applications such as Word and Excel
- Fluent in English

## Personal qualities

- Systematic approach to daily tasks
- Highly organised
- Punctuality
- Using own initiative
- Being self-reflective of existing processes and finding more efficient ways to work
- Passionate about customer care
- Resilient and able to work under pressure.
- Friendly and outgoing
- Ability to approach work with a positive attitude.
- Excellent verbal and written communication skills
- Top notch organisational skills and scheduling/diary management
- The ability to multitask and think on your feet is a skill we admire
- The ability to become an expert in our in-house computer system and the services we offer
- Full UK driving licence

## What's in it for you:

- Opportunities to develop your career and branch out into other areas of the business that interest you
- Team fun days and evenings out
- Pension scheme

## Wellbeing

20 days' holiday plus bank holidays pro rota



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