

## Job Description

Position:	<b>Service Co-ordinator (SC)</b>
Reporting to:	Assistant and Business Centre Manager
Employee Responsibility:	None
Key relationships:	All Team & Avanta Clients

### Job Profile

High levels of customer service and customer satisfaction is the main focus of the role helping to meet the expectations and requirements of the customer and Avanta Managed Offices Limited. You play an important role in providing the first impression for the Business Centre therefore Avanta as a company.

### Competencies for the Role

Client First	Making Considered Decisions	Effective Communication
Persuasive Communication	Planning & Organising	Team Working
Resilience	Developing Self	
Change & Innovation	Goal Focus	

### Key Responsibilities

- **Opening and closing up of the centre**
  - Maintaining the reception area to look and run professionally at all times
- **Reception Service**
  - Reception service to be provided and managed to ensure it meets the business needs of the clients
  - Meet and Greet to include sign in procedures
  - All services should be carried out in a courteous and timely manner.
- **Reception and security:**
  - Meet and greet clients as they entered and leave the build
  - Notify clients of visitor arrival
  - Issue permanent and temporary and visitor access passes
  - CCTV management
  - Security equipment operation
  - Key issue and control
- **Conference and Meeting Rooms:**
  - Manage booking and enter onto Ultrasoft
  - Manage set-up of rooms and provision of materials
  - Manage request for audio-visual equipment
  - Manage request for catering and refreshments
  - Manage training of the MTR service
  - Manage feed back forms
- **Centre Help Desk**
  - Receive, co-ordinate and monitor all requests for services and assistance
  - Provide up to date progress of request
  - Record the outcome and response times to request
- **Switchboard Service**
  - Switchboard operation to receive and transfer all incoming calls in an overflow situation

- **Postal Services**
  - Ensure that all post received is sorted into the client mail post boxes
  - Ensure that all post in relation to outgoing is franked and stamped and ready for collection
- **Courier Services**
  - Arrange small packages and items of urgent mail for clients via the courier supplier
  - Record all items into the clients account on Ultrasoft
  - Receive incoming courier deliveries for clients and ensure sign off
- **General Housekeeping**
  - Ensure checks to all floors, kitchens and toilets are conducted to maintain a high level of cleanliness and ensure fully stocked.
- **Client Services**
  - Involvement in client move in and move out procedures
  - Preparation and maintenance of client files
  - Client retention through the company customer care policies
  - Building and maintaining client relationships
  - Dealing with all client enquires and taking action in a timely fashion
  - Secretarial and administrative duties as and when required
  - Management and maintenance of showrooms and standard room set up
- **General Administration and Activities**
  - Including general filing, word processing, delivery notes and purchase orders and any other administration required for the role
  - Ensure welcome books are prepared and up to date.
  - Ensure Flavia, stationery, water and any other resources are available for the day to day running of the centre
  - Involvement in various business and centre audits
- **Sales and Marketing**
  - Assisting with sales enquires and viewings
  - Ensure full hand over of information to the sales team
  - Assist in viewing by presenting switchboard console to potential clients
  - Assist in preparation of sales packs for ASM
- **IT support**
  - Includes setting up client connectivity and telephone systems and provide support where necessary
- **Monthly team meetings**
  - These will be held outside of normal office hours and will require your involvement through the agenda points set

***The details of this role may vary according to client and company needs and changes - amendments may be made without notice***

### **Health & Safety**

To ensure that the company's Health & Safety Policies and Procedures are adhered to and ensure that they are followed in line with the employees responsibilities.

Centre Managers are responsible for the day to day operation of the health and safety policies at their Centres.

Employees are reminded that they have a legal responsibility to take reasonable care for the health and safety of themselves and others by adopting the safe working practices given to them in either written or verbal communication, such that they do not put themselves, fellow employees, clients or visitors at risk.

To assist the Commercial Operations Director in ensuring that the premises, plant, machinery and work activities are maintained and operate in compliance with health and safety legislation and safe working practice and facilitate, as far as possible, the means to enable this to take place