

Job Reference	AURA\SR\SAC\09\2014
Closing Date	25TH October, 2014
Job Position	Service / Administrative Co-ordinator
No: of Vacancies	1
Job Location	Palakkad
Experience Required	1-3 years Experience in similar profile or marketing / sales
Candidature	Women
Job Purpose	Service / Administrative Co-ordinator provides office services by implementing administrative systems, procedures, and policies, and monitoring administrative projects. Under the guidance of the supervisor, co-ordinate customer services, organise, distribute and verify the work of others and participate in and organise their training. She will act as the resource person for both customers and service team. Deal with customer requests, enquiries and complaints. Organise for parts and equipment, controls inventory, and maintains computerized information systems. Handle the administrative and accounting tasks appropriate to the activities of the unit.
Job Duties	<ul style="list-style-type: none"> ✓ Coordinates customer services and provides information on the policies, products and equipment and makes recommendations based on customer requirements. ✓ Ensures prompt response and efficient use of company resources and determines whether enquiries are of a technical nature and refer those to the appropriate team member. ✓ Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies based on demand and after consultation with the technicians and superior. Coordinate and track the purchases and arrange for the return of damaged / defective ones and ensure that proper credits are received. ✓ Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks. Maintains computerized information systems and participates in their development to improve efficiency within the unit. ✓ Arranges for the installation, maintenance and repair of equipment. Contacts appropriate companies for estimates of repair costs. Ensures renewal of maintenance contracts with external suppliers and arranges for new contracts. ✓ Liaise with the principals / suppliers regarding equipment / parts availability, prices and delivery dates. Provides information to customers and team members by answering questions and requests. ✓ Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities. Performs administrative duties appropriate to the activities of the unit.

	<ul style="list-style-type: none"> ✓ Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions. Uses a variety of equipment such as a personal computer, calculator, telephone, fax machine, photocopier, typewriter and audio-visual equipment. ✓ Contributes to team effort by accomplishing related results as needed. The list of duties and responsibilities outlined above is only representative and not a complete list of tasks. Other duties may also be performed by the candidate whose position has been matched to this generic job description.
<p>Skills & Qualification</p>	<ul style="list-style-type: none"> ➤ Professionalism in approach to team members and customers. ➤ Strong organizational and Administrative skills ➤ Outward calling or customer service experience ➤ Strong telephone manners and excellent communication skills ➤ Customer focus and strong hearing skills and ability ➤ Business communication Skills and reporting skills ➤ Mature attitude with a capability to discuss business issues ➤ Inventory management Skills ➤ Confident, self motivated, Polite, Persistent and Persuasive ➤ Friendly personality and team player with high energy level ➤ Fluent in speaking English and Malayalam