



Job Advert: Service Contract Assistant

Title	Service Contract Assistant
Job Type	Full Time, Permanent
Work Location	In person/Hybrid

Interfood is a specialist distribution business supplying food processing machinery & equipment, consumables, and servicing, throughout the UK & Ireland and has been trading for 25 years. We pride ourselves on our adaptability and flexibility, which enables us to provide best-in-class service to our customers.

We have an opening for a **Service Contract Assistant** to provide Service Contracts customers (internal and external) with a focal point for all physical operations. Owning and managing the service contract stock, working with the Service Manager and Service & Spares to provide timely and accurate inspection reports with remedial quotes. Own and manage inspection bookings with external customers.

This is an exciting opportunity for an enthusiastic individual with excellent attention to detail, that is looking to develop professionally and grow with a rapidly growing department within the business.

Key Responsibilities

- Ensure all parts for services are picked, packed and stored efficiently and accurately.
- Ensure all parts and tools are at customer site prior to visit
- Build and maintain relationships with all customers
- Carry out customer satisfactions calls/surveys
- Develop a strong working relationship with Service and Technical Depts
- Accurately critique, correct and advise on service inspection reports correctly identifying parts from drawings when needed
- Monitor and advise on remedial quotes
- File and log all service reports and parts quotes following up when needed
- Advise Service Contract Manager on contract renewal dates

Any other tasks, duties and accountabilities appropriate to the job & position. The above points may change and evolve according to the needs of the business.

Knowledge & experience

- Experience working within a Warehouse/Distribution team or office environment
- Competency in MS Office applications with a good knowledge of Excel and Business Central
- Ability to work accurately with excellent attention to detail, uses initiative to check work and correct errors
- Ability to prioritize work effectively managing all regular tasks and meet strict deadlines
- Confidence to handle a variety of numerical data demonstrating analytical ability and check detail of invoices and other documents
- Ability to identify, investigate and resolve internal and external customer queries and problems

- Confidence to deal with internal and external stakeholders building and maintaining good working relationships
- Excellent written and verbal communication skills, confident telephone manner, with the ability to build rapport at all levels
- GCSEs or equivalent required

Skills and behaviours

- Proactive and self-motivated with the ability to take initiative and ownership
- Demonstrate accountability and achieve results, taking responsibility for personal actions
- Be a collaborative team player, with the willingness to pitch in to work together to achieve both individual and team goals
- Desire to build good relationships through positivity and enthusiasm and be supportive and helpful to others
- Proactive and professional work ethic – demonstrating a positive ‘can do’ attitude
- Willingness to work flexibly, enjoying a varied workload, some extra hours may be required occasionally to meet the needs of the business

Why work for us?

- A friendly and supportive team
- Generous company pension scheme
- Discretionary annual bonus scheme
- Modern air-conditioned offices with great facilities and free tea & coffee
- Parking available on-site
- 25 days annual leave plus bank holidays
- Death in Service Scheme
- Private Medical Insurance after probation
- Hybrid working (a mix of office and home based for many of our roles)
- Learning and development opportunities
- Training and progression including a study package for many of our roles
- Regular company events, charity and social activities

Candidates must be eligible to work and live in the UK

Please note that no terminology in this advert is intended to discriminate on the grounds of a person’s gender, marital status, religion, colour, age, disability or sexual orientation. Every candidate will be assessed only in accordance with their merits, qualifications and abilities to perform the duties of the job.

We are continually striving to be an inclusive employer, one that provides equal opportunity and fair access that enables us to attract, develop, and retain the very best people irrespective of background, beliefs, or personal characteristics.