



Job Description: NZ

POSITION TITLE: Installation Coordinator

REPORTS TO: In Field Quality Manager

DATE: 10 August 2017

SCOPE OF THE ROLE	This role is Customer facing with a focus on providing the best customer experience from order to invoice. Need to enjoy working in a fast paced work environment with a strong sense of teamwork
RESPONSIBILITIES	<p>Primary focus of this position is the installation coordination. Planning installs, ensuring the system is up to date and installer/customer follow up is actioned to keep installation time frames within specified Serve Level Agreements (SLAs)</p> <p>Train in the full processing of Customer Orders from variety of inputs (Depot, Web, Email, Mail, Mobile App, Phone) through Salesforce</p>
COMPETENCIES	<ul style="list-style-type: none">• Planning skills• Strong communication (written and oral)• Problem solving skills
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Resilient• Pro-active• Organised• Team player
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Preferably had some experience in a planning or coordination role

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.