



If you are considering a career to a growing company within Europe's largest industry, then **SF Engineering** may be right for you. As one of the leading manufacturers of products and solutions for the food industry, a career at SF is beyond what you'd expect. At SF we realise that our employees are one of the keys to our success. We look for individuals who share our passion to succeed.

As a leader in our field, we are growing rapidly and have a number of positions available at our site at St Ives, Cambridgeshire, including a **Spare Parts & Service Administrator**. This role may suit a Graduate Engineer looking to start and progress their career.

The Role:

To play a key role in the UK Service Department supporting and understanding the day to day responsibilities of the Service Manager and Field Service Engineers who are responsible for the installation and setup of SF's ever expanding product range. These solutions comprise of equipment covering Metal Detection, Weighing, Electrical/ Pneumatic/ embedded controllers and Servo systems.

Specifically, you will be responsible for:

Spare Parts & Service:

- Source relevant and competitively priced spare parts and supply to customers in a prompt and accurate manner
- Liaise with the Field Service Engineers to ensure customer parts needs are being met within defined timescales
- Manage spare parts enquires from customers and co-ordinate solutions
- Issue quotes with price, terms of delivery, terms of payment
- Create project specific spare parts packages, as required
- Manage purchase orders from customers
- Prioritise orders for spare parts to deal with breakdowns
- Manage items, prices, delivery dates, supplier order confirmation
- Prepare and send order confirmation to customers with price, delivery dates, mode of shipment, payment and delivery terms
- Proactive follow up and co-ordination with suppliers, freight forwarders, accounts department and customers to arrange shipments/deliveries.
- Request invoices/credit notes from the accounts department, as appropriate.

- Manage any returns and replacement of defective items under warranty ordered
- Update prices in the spares database system, as appropriate
- Identify and escalate any errors (quantity & value) to Line Manager
- Any other tasks/projects as assigned by the Line Manager

Customer Service:

- Must possess the ability to work with several customers at one time, whilst maintaining individual customer satisfaction
- Handle telephone transactions quickly, and courteously
- Highlight any information that may compliment the customer's purchase
- Assist customers with identification of parts requirements and research items in manuals/drawings
- Manage any customer complaints reasonably, showing empathy and a positive attitude – consistently demonstrate our commitment to excellent customer service and pass the details to the Service Manager for follow up and closure of the complaint

Person:

- The ideal candidate should have strong experience in an Engineering Service/Spare Parts role in the service/maintenance industry, dealing directly with customers and responding to their requirements in a timely manner
- Demonstrates a career interest in Mechanical or Electrical Engineering
- Internal Sales experience desirable
- Proficient in Microsoft Office
- Basic proficiency in AutoCAD and Solid Works desirable
- Basic proficiency in SAGE desirable
- Ability to read mechanical/electrical drawings desirable
- Fluent in English, good telephone manner and strong inter-personal skills are essential