



kitchenarchitecture

Appliance and Service Coordinator

Company: Kitchen Architecture Ltd

Location: Oxford

Salary: Salary £28-32K, depending on qualifications and experience

Kitchen Architecture is the leading, high-end designer of Britain's most beautiful kitchen-living spaces that add value to our clients' homes and lifestyles. Family-owned, the customer is at the heart of everything we do.

The Appliance and Service Coordinator will join our current service team and be responsible for overseeing the service and maintenance operations plus appliance ordering and logging. They will manage service requests, coordinate with technicians, and ensure timely resolution of customer issues. The ideal candidate will possess excellent organisational skills, attention to detail, and the ability to communicate effectively with both customers and internal teams.

This is a full-time role, 35 hours/week, from Monday to Friday based at Brasenose Farm in Oxford.

Responsibilities

- Receive and process service requests from customers via phone, email, or other communication channels.
- Schedule service appointments within the company fitting diary and dispatch technicians to customer locations as needed.
- Communicate with customers to provide updates on service appointments and address any concerns or questions.
- Coordinate with Operations Director and Project Managers to ensure availability of resources and timely completion of service tasks.
- Maintain accurate records of service requests, appointments, and customer interactions.
- Monitoring orders placed by Design Teams maintaining a log of all orders, delivery dates and serial numbers.
- Making the initial bookings for installation deliveries via our warehousing software and managing appliance stock (including re-allocations and returns).
- Act as a point of contact for appliance representatives updating all staff with appliance stock availability and price changes.
- Booking in and managing appliance servicing and spare part orders/claims and kitchen servicing alongside colleagues.
- Booking in and managing travel, accommodation requests, product, and internal, training.

Qualifications and skills

- Previous experience in customer service, scheduling, or related field preferred.
- Strong organisational and time management skills.
- Excellent communication and interpersonal abilities.
- Ability to multitask and work effectively under pressure.
- Proficiency in using computer applications, including MS Office is essential, knowledge of CRM and ticketing systems is desirable, the company utilises Zoho.
- Knowledge of kitchens, furniture and appliances would be advantageous.
- Willingness to learn and adapt to new technologies and processes.



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Package

- Salary £28-32k depending on qualifications and experience
- 22 days annual leave (plus birthday off), increasing to 23 after 2 years, 24 after 3 years, 25 after 4 years and 27 days after 10 years, plus all bank holidays
- Company pension scheme
- Cycle-to-work Scheme
- Vehicle Salary Sacrifice Scheme (upon completion of your probationary period)
- Group Life and Income Protection policies (non-contractual added at annual renewal 1st March)

To apply: please send cv and covering note to workwithus@kitchenarchitecture.co.uk by Monday 8 April 2024. Please write Appliance and Service Coordinator in the subject field.