

ROLE PROFILE

After Sales Co-Ordinator	
Reporting to:	Sales Admin Manager
Role purpose:	
To handle all after sales enquiries from new owners, including warranty works	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all time: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Accurate reporting of PDI issues to manufacturer • Communication with owners on outstanding issues and job completion • Liaise with maintenance team and engineers • Raise job cards for works • Create purchase orders • Monitor email correspondence with owners and park departments daily • Work closely with Owner Services 	
Progression in role:	Training for role
Entry	
<ul style="list-style-type: none"> • Good spoken and written English • Personable with positive attitude • Strong interpersonal skills and demonstrates team spirit • Attention to detail • Reliable • Sense of humour • Works well under pressure • Takes a 'hands on' approach • Driving licence • Good knowledge of Microsoft Office • Preferred knowledge of caravan parks • Background or working in maintenance-based role • Self-motivated 	Company orientation and induction Pass and key system General health and safety Fire safety Moving and handling GDPR – E-Learning Risk assessments COSHH Opera and Pegasus systems
Competent – three months	
<ul style="list-style-type: none"> • Works independently • Any owner feedback is acted upon accordingly • Good working knowledge of systems • Comfortable actioning warranty claims through manufacturer portals • Resolve owner complaints 	Diversity and Inclusion Anti-Money Laundering Selected S.E.T. modules

<p>Advancing</p> <ul style="list-style-type: none"> • Able to train new team members • Has excellent park knowledge, including opening times etc. 	
<p>Excellence</p> <ul style="list-style-type: none"> • Actively takes on additional responsibilities • Self-motivated • Suggests ideas for improvement • Coaches and/or mentors other team members 	Coaching and mentoring
<p>Key measures</p> <p>Owner survey Complaint ratio Sales Manager feedback</p>	