



Service Delivery Coordinator

About AT&C Professional Systems

AT&C Professional Systems is a leading provider of professional audio-visual and control systems, serving a diverse clientele across the hospitality, corporate, and high-end residential sectors across the UK. We pride ourselves on delivering cutting-edge solutions and an exceptional client experience.

The Opportunity

Are you an **ambitious, and strong-charactered individual** who understands how to provide an exceptional customer journey and ideally has a keen interest in technology? Do you **thrive in a challenging environment** and aspire to grow into a leadership role as your career progresses? If so, we have an exciting opportunity for you to join our team as a **Service Delivery Coordinator**.

As we look to grow and develop our customer journey, we are looking for someone with the right, proactive mindset who has **character, communication skills, and attitude**. We will provide comprehensive training and equip you with the skills to excel in this role and grow beyond it, with a clear development path towards becoming a **Team Leader** and ultimately a **Department Head**.

The Role

As our Service Delivery Coordinator, you'll be the **first point of contact** for our valued customers, playing a crucial role in ensuring their satisfaction at every stage and touch point of their journey with us. Your responsibilities will include:

- **Logging and updating service tickets** accurately and efficiently, ensuring all necessary information is captured.
- **Proactively communicating with customers** regarding their support requests, providing timely updates and managing expectations.



- **Liaising with our engineering team** to schedule callouts and remedial works, ensuring prompt resolution of issues.
- **Collaborating closely with the Directors** to maintain a consistent and high level of client experience and maintain a constant path to improvement.
- **Running reports and analysing data** to identify potential areas for improvement and development
- **Contributing to the development and implementation of improvement plans** to enhance our customer journey.
- **Processing orders** for parts and service related equipment in conjunction with our service engineers and presales teams
- **Managing renewals of support contracts and licenses**
- **Contributing to discussions around improving and expanding our client offering** to increase revenues, margins and customer retention

You'll also need to be **proactive and assertive in your approach**, ensuring that all internal and external stakeholders feel confident and reassured at all times through clear, concise, and regular communications. A **confident communicator**, you'll always be willing and ready to pick up the phone and talk to people when needed, building strong relationships and resolving queries efficiently.

About You

You are:

- **Customer-focused:** You genuinely enjoy helping people and are committed to delivering excellent service.
- **An excellent communicator:** You can articulate information clearly and concisely, both verbally and in writing.
- **Organised and detail-oriented:** You can manage multiple tasks effectively and maintain accurate records.
- **Technologically curious:** You're not afraid to learn about, embrace, and understand new technologies.
- **Proactive and a problem-solver:** You can anticipate issues and take initiative to find solutions.
- **Ambitious and eager to learn:** You're committed to your professional development and open to new challenges.
- **A strong team player:** You can collaborate effectively with colleagues across different departments.



- **A strong character** – We'd love someone with strong spirit, willing to contribute ideas and challenge the norm
- **An ideas person** – We'd love someone who is full of ideas and thoughts and ways we can improve and expand on what we already do

While prior experience in a customer service environment is preferable, we value your character and potential above all else. If you're ready to embark on a rewarding career journey with a company that invests in its people, we encourage you to apply!

What We Offer

- 23 days paid annual leave per annum
- WFH on Fridays [rest of the week based from our office in Swiss Cottage]
- A challenging and rewarding role with significant growth potential.
- Comprehensive training and ongoing professional development.
- A supportive and collaborative team environment.
- The opportunity to make a real impact on our customer experience.
- A clear career path towards leadership roles.
- The opportunity to work with and visit some stunning hospitality sites across London and beyond