

## Job Description

FXBC Mid North Coast is the authorised dealer of FujiFilm copiers, Lexmark printers, phone systems, scanning, e-signature, and document management solutions.

We are a company totally focused on the customer experience and it is our people who bring this vision to life by living our values and delivering the best customer experience possible.

We are seeking a dynamic, upbeat, 'can do' person to facilitate the work of our service technicians in the role of Service Work Control.

You will be first point of contact for our customers, logging jobs and assigning our technical team. Along with the ability to be an exceptional communicator there is a strong administrative component to this role.

You will enjoy a fast-paced work environment, being highly organised, and working as part of a team to achieve results. You will be a problem solver and be able to work under pressure while maintaining a friendly approachable manner.

**Job Title:** Service Work Controller

**Location:** 1/26B Isles Drive, Coffs Harbour or 7-8/15 Short Street, Port Macquarie

**Pay:**

**Work Hours:** Full time or Part time by arrangement. Business hours are Monday – Friday 8:30am-5pm

**Award:** Business Equipment Award

**Annual Leave:** 4 weeks per year

**Super:** 11%

**Reporting to:** Operations Manager

**Duties:**

Answer phone calls, emails

Log service jobs, allocate service jobs to technicians

Replenish stock

Supplier invoice entering

Using systems: ICE, FM Audit, FX Smart, XDA,

End of month meters

Organising installations

Customer set up

Billing set up

Banking

Direct debit

Debt collection

Assist on lunch breaks and leave

**Attributes:**

Strong communications skills, written and verbal

Exceptional organisational skills

Attention to detail

Excellent customer service

A professional and friendly phone manner

Experience with Microsoft suite of programs – Outlook, Excel, Word.

We use industry based software (ICE/Signature Software)

Please email resumes to David [david@fxbc.com.au](mailto:david@fxbc.com.au)

Applications close Friday 19/4/24