

# Service Coordinator / Scheduler

Location: Wangara, Perth WA

Employment type: Full time

Certex Lifting supplies lifting equipment, steel wire rope, height safety, and other lifting solutions, alongside connected services including testing, maintenance, and assembly of lifting products for industrial applications in a wide range of industries. With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and sales and service companies.

## The role

Based in Perth, your role will be to support branch operations by coordinating the work of service technicians attending client sites. The Service Coordinator is the conduit between customers and technical services and plays an integral part in maintaining customer satisfaction by ensuring they receive timely technical support, and smoothly planned maintenance works. Additionally, this role includes some sales, including quoting parts and further service for customer needs identified by technicians on-site.

- Liaise with technicians and customers to coordinate job schedules, including creating job sheets and assigning duties.
- Provide operational support, and ensure technicians have the resources, equipment and assistance needed to succeed.
- Liaise with customers to determine their needs, provide estimates, obtain purchase orders, and organise jobs within Service Standards, including maintenance and repairs.
- Liaise with the Procurement & Purchasing team to ensure technicians have the required equipment and parts for scheduled jobs.
- Arrange site access for technicians, including coordinating required inductions, mobilisation, and training.

- Ensure records of service team site inductions, skills, training, and qualifications are maintained.
- Review service reports and create quotes for equipment and service.

### **What we are looking for**

This role includes significant coordination between parties, so proven ability to communicate clearly, negotiate effectively, and build rapport quickly is critical.

Additionally, we are also looking for:

- You have experience coordinating/scheduling services for customers in a heavy industry such as mining or construction, ideally with exposure to rigging, lifting, or height safety.
- You are experienced in customer service and have exposure to sales processes.
- Exposure to site mobilisation activities, such as coordinating travel and inductions.
- You are willing to undergo a pre-employment medical, including drug and alcohol screening.
- You have the legal right to work in Australia on a full time, permanent basis.

### **Who we are looking for**

- You are very comfortable working in a digital environment utilising Microsoft Office (especially Outlook, SharePoint, and Teams), ERP systems (ideally Business Central), and other digital tools.
- You have a high-level of client focus and support client-led solutions.
- You are not afraid to pick up the phone and talk to a customer, supplier, or technician, and have an excellent phone manner.
- You are patient, and not easily flustered by unexpected change or conflicting priorities.
- You can identify priorities and can act promptly to resolve issues.
- You have excellent organisational skills and keep clear records.

- You are adept at learning new information, grasping new concepts quickly, and applying learned knowledge effectively, including technical industrial knowledge, legislation, and standards.
- You have excellent communication skills – being clear and keeping people informed.
- You know how to make things happen – you are adaptable and able to find solutions.
- You are far-sighted – understanding the impact of your actions on the future and acting to prevent future issues.
- You are good to work with – considerate, professional, and courteous towards others.

### **Why this is a good opportunity**

With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and service companies, with a far-sighted focus on sustainable growth.

We pride ourselves on being good to work with, and this translates to a friendly, open, and comfortable company culture.

We are committed to providing opportunities for development to employees to ensure they have the confidence and knowhow to provide superior customer outcomes and want to be a long-term part of the team.

### **How to apply**

If you believe you have what we are looking for and want to be part of the team, [apply online now.](#)