



Job Title: Service Coordinator	Located at (Country): Singapore
Reports to (Functional Title): Service Manager	Department: Service Operations
1. ROLE AND CONTEXT	
Position Overview <p>The Service Coordinator supports the Service Manager in the daily operations of the Service Department, ensuring smooth coordination of service jobs, documentation, and customer engagement. This role offers an opportunity for growth and career progression as the company expands.</p>	
Key Responsibilities & Accountabilities <ul style="list-style-type: none">• Assist the Service Manager in preparing quotations.• Contract manage service jobs as allocated by the Service Manager.• Supervise the Service Administrator and deputise for the Service Manager as applicable.• Prepare Service Certification for approval by the Service Manager / Technical Manager.• Update and maintain the service database records, including logging new jobs onto the computer system.• Utilise Office 365 tools, including CRM and project management software, along with service tracking software to streamline operations.• Prepare the <i>Service Pack</i> paperwork for Service Engineers.• Receive and process <i>Time Sheets</i> and <i>Expense Claims</i> upon job completion.• Allocate new job numbers from the <i>Job Book</i> and create a new job file.• Copy the invoice, service report, and receipts, and send all originals to the customer.• Archive the job upon completion.• Monitor the shipment and retrieval of hire equipment as authorised by the Service Manager.• Prepare <i>Sales Orders</i> for service work after approval from the Service Manager.• Seek guidance from the Service Manager / Technical Manager for technical queries and the Spares Coordinator for material cost inquiries.• Follow up on service attendance by issuing Service Reports and Certifications to customers as instructed by the Service Manager.• Monitor and follow up on spare parts requirements identified during service attendance.• Act as the first point of contact for customer feedback, ensuring a proactive customer service approach.• Assist Accounts in the preparation of draft invoices and credit notes.• Assist Accounts in monitoring accounts receivable payments from customers.• Close out work in progress upon issuance of the Sales Invoice.• Track service renewals due within the next three months and advise the Service Manager.• Maintain the holiday database.• Arrange Engineer travel and accommodation as authorized by the Service Manager.• Perform other reasonable administrative duties as required.	



2. REQUIREMENTS

Education & Experience

- College-level degree (or equivalent relevant experience).
- Minimum 2 years of experience in a related position or operational activity.
- Must have legal entitlement to live and work in Singapore (Citizen or PR).
- Technical Knowledge & Skills
- Proficiency in Microsoft 365, including CRM and project management tools.
- Experience with service tracking software is highly advantageous.
- Familiarity with ISO 9001, 14001, and 45001 standards would be beneficial.
- Personal Competencies & Work Style
- Team player with the ability to manage work efficiently under tight deadlines.
- Proactive and able to take initiative in managing tasks and problem-solving.
- Strong attention to detail and ability to organise and manage multiple responsibilities
- Excellent communication skills for dealing with customers and stakeholders from various nationalities.
- Able to work flexibly, including outside of regular business hours, when necessary, due to the nature of the maritime industry.

3. ADDITIONAL NOTES

- **Work Arrangement:** This role is 100% office-based with no travel required. There is no hybrid or remote working arrangement for this position.
- **Compliance:** The Service Coordinator is not directly responsible for compliance tasks but is expected to adhere to company processes and procedures to ensure compliance with internal and regulatory requirements.