

# CLARKE

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## **Job Title**

Service Manager

## **About Clarke Infinity**

Established over 35 years ago, Clarke Infinity is one of the longest-established UK companies within the AV industry. Clarke Infinity's bespoke service draws heavily on the expertise of their team who deliver an exceptional standard of work. Clarke Infinity is known for building excellent, long-standing relationships with clients, communicating effectively to ensure their customers get the end result they dream for.

Clarke Infinity are industry leaders having been at the cutting edge of installation for over a quarter of a century. They offer a customised service, tailored to their clients' needs, and have a large residential and commercial client base both here in the United Kingdom and internationally.

To learn more about Clarke Infinity's services, please visit [www.clarkeinfinity.com](http://www.clarkeinfinity.com)

## **Location(s)**

Clarke Infinity Ltd, Radford Business Centre, Radford Crescent, Billericay, CM12 0BZ Working across Essex, the East of England and occasionally further afield.

## **Job Purpose Summary**

The Service Manager position is a new role within our team. We are looking to recruit a self-motivated, proactive, experienced Control4 and Lutron Engineer to be the face of after-care for Clarke Infinity. Clarke Infinity is growing as a business and we are looking to separate our Project Installation and our Service departments.

The main purpose of the role is to handle client after care and ongoing service and to maintain a high level of customer satisfaction through developing and maintaining customer relationships. Among the key aspects of the role, candidates will be required to handle the customer service phone, service visits, annual health checks and discussing new product improvements to current customers.

## **Position Reports to:**

Office Manager/Service Coordinator

## **Primary Responsibilities and Main Duties**

Responsibilities will include, but are not limited to:

- To answer incoming calls on the Customer Service Line.
- Monitor and organise the service inbox - responding to client emails and taking the appropriate action to resolve issues to the clients' satisfaction.
- To document clearly on service reports summarising works completed.



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- To communicate clearly with the client to inform them of any maintenance costs and keep them updated with time expectations.
- To liaise on invoicing for chargeable visits and equipment.
- Liaise with the Projects Department to plan required labour resource.
- To discuss upgrades and other services to clients where appropriate.
- Manage faulty equipment process including any manufacturer warranty procedure until repaired or replacement unit has been installed.
- Liaise with clients, key holders and other parties as appropriate to ensure access and authorisation for service visits.
- Manage and monitor our remote service portal.
- Responsible for accepting/rejecting Projects being handed over from the Projects department to the Service department.
- Review our planned maintenance process and make suggestions for improvement.
- To review and develop the way we handle after care and service calls.
- To become fully conversant with all areas of the business and office procedures
- To be flexible in order to undertake the many different areas of work that are required, such as project work, producing reports etc.
- To produce accurate work to a high professional standard, paying attention to detail
- To maintain a clean, tidy and safe working environment
- Maintain computer security and backups or other procedures as instructed
- Completion and submission of required paperwork
- Adhere to relevant Health & Safety and codes of conduct in the workplace
- Responsible for company vehicles, tools and stock.
- Attend regular team meetings

The above is not an exhaustive list of all accountabilities, which the role holder may have and develop over time.

## **Personal Standards**

The ideal candidate must:

- Treat all information and knowledge gained in the workplace as confidential
- Be able to work both as a team member and independently
- Work in a cheerful, polite, respectful and professional manner



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- Dress in company uniform (shirt provided)
- Conduct themselves at all times in accordance with the Clarke Infinity Conditions of Employment and any reasonable general policy statements that may be issued by the Directors of Clarke Infinity

### **Personal Skills and Experience**

The ideal candidate must have:

- Qualified and experienced in Lutron, Control4 and networking.
- A keen interest in and knowledge of audio-visual technology.
- A proven track record of excelling in a customer service environment.
- The ability to understand client requirements.
- The ability to prioritise commitments in the best interests of the company and its clients.
- The ability to work independently and be a team player who enjoys working with clients and the different teams within Clarke Infinity.
- Good multi-tasking skills
- Excellent Microsoft Office skills
- Detail-oriented to ensure reports and statistics are thorough and accurate.
- Good IT and technical skills, which forms the basis for a logical and methodical approach to fault-finding and problem-solving.
- A full clean UK driving licence is essential.
- Good organisational, time management and communication skills
- Knowledge of relevant legislation and regulatory requirements
- The ability to successfully work under pressure and meet deadlines
- Be dependable and punctual
- Be flexible and have an adaptable approach to work

The attributes and skills listed above are not exhaustive but detail those most necessary for the role holder to possess.

### **Why Clarke Infinity?**

The team is at the heart of Clarke Infinity's success, delivering award-winning projects and their ongoing commitment to delivering the best standards of work sets Clarke Infinity apart.

We are a friendly, fun place to work with regular team events such as indoor karting, meals out and drinks.

We are an expanding firm and this is a new role which we believe has the opportunity to grow with the right person. If you're good at what you do, cheerful and reliable, we would love you to hear from you.