

United Kingdom Jobs Expertini®

IT Equipment Coordinator

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Company: eTeam

Location: Erskine

Category: other-general

Role: Asset Management Specialist
Duration: 12 Months
Location: Erskine, UK
The role spans a wide spectrum of responsibility – including but not limited to onboarding new customers, coordinating hardware collections, interacting with & assisting our sales force, providing status reports & settling financially with our customers. • Responsible for SOW system setup • Pricing, banking details and factory obligations • Prepare relevant quote terms for priced bids • Create asset return requests in D365 • Responsibility for chain of custody tracking • Monitor the input and throughput of returned assets as they are processed in the factory • SPOC for factory status to AM (status desk) • Perform final cost/margin analysis on assets received. (Product substitutions, product additions & removals, etc.) • Execute asset reconciliation in D365 • Responsible for settlement accuracy and financial credit/rebill adjustments • Payment requests and remittance confirmation
How you'll make your mark: • Deliver the highest levels of Customer Care. • Promote the HPEFS Circular Economy philosophy. • Ensure strongest chain of custody for hardware in our care. • Meet & exceed exacting customer KPIs. • Own & resolve all issues to successful resolution in the client's view. • Be single point of contact for your accounts. • Collaborate - identify, share & implement best practices.
About you: • Typically, 3+ years' experience in a related business.
Knowledge and Skills: • Good knowledge of IT & Services industries. • Ability to analyse problems & solve creatively. • Communicate well verbally & in writing. • Manage relationships well at all levels. • Facilitate exceptional levels of service delivery.

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