



## PR/118200 | Service Coordinator (Administrator position)

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1559355

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

September 23rd, 2025 11:16

### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

None

**Minimum Japanese Level**

None

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### Service Coordinator (Administrator position)

#### Full-time, Permanent position

#### Salary: GBP 25-28K + Bonus

#### Location: Havant, Hampshire / Office-based

They are now looking for an independent, motivated, and self-driven Service Coordinator to join their team in Havant, Hampshire.

This is a crucial role involving communication with their service coordinators and technicians worldwide to support customers' vessels. The company enjoys exceptionally high customer satisfaction and a strong reputation, which is built on the daily efforts of their service coordinators. This role is of great importance and offers both meaning and fulfilment.

#### Company:

A world leader in marine electronics company. They provide services across a range of markets, including commercial and deep-sea fishing, yachts and superyachts, land and marine-based security, and safety and environmental systems. They also

supply marine equipment such as radar, sonar, fish finders, GPS, and navigational instruments.

#### **Reporting to:**

Service Coordination Manager, the successful candidate will be expected to take ownership and provide exceptional coordination for the repair of a variety of products across a wide range of vessels.

#### **Responsibility:**

- Organising the attendance of their trained engineers to vessels and sites worldwide for the installation, repair, and support of company products
- Managing the end-to-end process – from initial customer contact, quoting, follow-up and amendments, order acceptance, service delivery, job closure, and invoicing within company systems
- Identifying and recording common faults and handling incoming service requests
- Providing accurate feedback to customers on coordinated works
- Collaborating with Sales, Engineering, and Product teams to implement support services for new products and ensure high-quality aftersales service
- Assisting in implementing procedures to ensure accurate recording and management of departmental functions
- Building strong relationships with new and existing customers, parent companies, and international and UK dealers
- Ensuring the highest possible customer satisfaction for their brand globally

#### **Requirements:**

- Experiences in Administrator, ideally including coordinating engineers
- Strong interpersonal communication skills, both written and verbal
- Ability to understand technical documentation and administrative systems
- Working knowledge of commercial marine equipment and understanding of industry compliance procedures is desirable
- Excellent organisational and multitasking abilities
- Technically minded with a commitment to delivering exceptional customer service and support
- Capable of building long-term relationships with both existing and new customers
- Experience in business development and workflow structuring would be beneficial
- A good standard of general education – A-levels or equivalent preferred

#### **Benefits:**

- 33 days annual leave including bank holidays
- Employer-matched pension contributions
- Life insurance
- Access to company healthcare scheme
- Free on-site parking

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.co.uk/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.co.uk/terms-of-use>

---

## Company Description