

JOB DESCRIPTION	
<b>Position Title</b>	Service - Coordinator
<b>Reports To</b>	Senior Manager - Service
<b>Department</b>	Service
<b>Qualification</b>	ITI/ Diploma in Electronics
<b>Work Experience</b>	1-2 Years
<b>Primary Duties</b>	Act as the primary point of contact for clients, addressing inquiries and resolving issues in a timely manner.
	Coordinate service schedules and allocate resources to meet client needs and service delivery timelines
	Collaborate with internal teams to ensure seamless service execution and maintain high-quality standards.
	Monitor service performance metrics and prepare reports for management review.
	Maintain accurate records of service requests, client interactions, and service outcomes.
	Assist in the development and implementation of service improvement initiatives.
	Stay updated on industry trends and best practices to enhance service delivery
	Provide training and support to new team members as needed
<b>Secondary Duties</b>	Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise.
	Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others.
	Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers.
<b>Skills Required</b>	Proven experience as a Service Coordinator
	Communication and interpersonal skills
	Technical certification or a degree in a related field is an advantage
<b>Location</b>	Bangalore
<b>Email ID</b>	<a href="mailto:jobs@hykonindia.com">jobs@hykonindia.com</a>
<b>Contact</b>	85930 75050

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