



Inspiring careers: Facilities Management Property Service Line Coordinator

You must deliver a quality level of customer service through the coordination of the Property Service Line function, in keeping with Sodexo's core values and those of our clients.

- You will ensure all KPIs set by the client are met with the highest standards.
- You will take calls for requests of services by the client and contractors via telephone, email and fax, and enter these into our information system.
- You will maintain integrity of all information that is entered into the system.
- You will ensure follow up and closure of all jobs opened in a timely manner as directed by your Team Leader.
- You will assist in identifying quality improvements to the process within the Property Service Line.

Skills and attributes

- You have a commitment to service excellence and a professional ability to deal with Sodexo's clients and customers.
- You have previous customer service experience in a retail and / or call centre environment.
- You have the ability to set priorities.
- You are able to work both independently and as part of a team, sharing the same objectives and the path to meet these objectives.
- You have a passion and desire to ensure that customers' needs and expectations are met.
- You are able to translate our client relationships into genuine partnerships and build profitably on the services that we deliver to grow our business.