

## Service Helpdesk Coordinator

### Company Overview

Record UK, part of the globally renowned ASSA ABLOY Group, is a leading UK specialist in automatic pedestrian door systems, benefiting from the scale, stability and international reputation of a Fortune Global 500 company operating in over 40 countries. We design, manufacture, supply, install and service an extensive range of automated door systems and aluminium shopfronts for clients across sectors including retail, transport, healthcare, commercial buildings and the public sector, helping millions of people move safely and efficiently through buildings every day.

Due to continued growth and increasing demand for our services, we are now seeking a suitable candidate to join our Service Helpdesk team, based at our Head Office in Blantyre.

Joining Record UK means becoming part of a business that is:

**Growing and Future-Focused:** We are continuously investing in innovation, digitalisation, sustainability, and the development of our people—ensuring that those who join us are part of a company shaping the future of entrance solutions.

**Industry-Leading:** Our engineering excellence, product reliability and nationwide service capability have made us one of the most trusted names in the automatic door industry. You'll be working with market-leading technologies and solutions that set the benchmark across the sector.

**Global Strength, Local Impact:** While we operate at an international scale, we maintain a strong UK identity with teams across the country delivering outstanding service to local clients. This combination of global stability and local agility creates a unique and rewarding working environment.

**A Place to Build a Career:** Whether you're an experienced professional or growing your career, Record UK offers clear pathways for development, training, and progression. Our supportive culture values collaboration, innovation and customer excellence - empowering you to make a real impact.

### Job Description

We have an exciting opportunity for an experienced Helpdesk Coordinator to join our busy Service Team. This role is ideal for someone who thrives in a fast-paced environment, enjoys delivering excellent customer service, and can effectively coordinate multiple tasks while maintaining a high level of accuracy.

Key responsibilities include:

- Accurately logging service calls on our in-house system within required timescales.
- Updating client portals as required and ensuring all information is kept up to date.
- Responding professionally to customer and engineer enquiries via telephone and email.
- Liaising closely with the Team Leader, escalating concerns and issues promptly to ensure swift resolution.

- Working effectively in a fast-paced, high-volume environment while maintaining attention to detail.
- Collaborating with team members and providing proactive support where required.
- Contributing to and supporting ISO Business Management Systems and processes.
- Ensuring service delivery standards and customer expectations are consistently met.

### **What Are We Looking For?**

To be successful in this role, you will have:

- Previous experience in a helpdesk, service desk, customer service, or similar service-based environment.
- Strong communication and interpersonal skills, with the ability to build positive relationships with customers and colleagues.
- Excellent organisational skills and the ability to prioritise workloads effectively.
- A high level of accuracy and attention to detail.
- The ability to remain calm and focused when working under pressure.
- Good IT skills and confidence using multiple systems and applications simultaneously.
- A proactive approach to problem-solving and continuous improvement.
- A positive, team-oriented attitude with a willingness to support others.

### **What Will Set You Apart?**

While not essential, the following qualities and experience will help you stand out:

- Experience working within a facilities management, maintenance, engineering, or service coordination environment.
- Knowledge of service management systems, helpdesk software, or client portal management.
- Demonstrable experience managing high volumes of calls and service requests.
- A customer-first mindset with a passion for delivering exceptional service.
- The ability to identify process improvements and contribute ideas that enhance team performance and efficiency.
- A resilient, enthusiastic, and adaptable approach to work, with the confidence to thrive in a demanding and rapidly changing environment.

### **Benefits of working at Record UK**

As part of Record UK, you'll enjoy a rewarding career with benefits designed to support your well-being and professional growth.

#### **These include:**

- Competitive Salary
- 33 days of annual leave (incl. Bank Holidays), increasing with length of service to 35 days
- Efficiency bonus
- 3x Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Fresh fruit, tea and coffee provided
- Access to discounted retailers, cinema, gym memberships via our employee benefits portal

- Access to an extensive online training portal
- Access to an Employee Assistance Program

**Equal Opportunities Statement**

Record UK is an Equal Opportunity Employer. We are committed to equality of opportunity and to following practices which are free from unfair and unlawful discrimination. All qualified applicants will be considered for employment without regard to age, disability, ethnic origin, race, sex, gender identity and expression, sexual orientation, religion or belief and family or parental status. We are committed to fostering an inclusive workplace that celebrates diversity and promotes equity.

**How to Apply?**

If you think you would be a good fit for our team, then please email your CV to [recruitment@recorduk.co.uk](mailto:recruitment@recorduk.co.uk) by Monday 20 July 2026.