

JOB DESCRIPTION

Role:	SMARTester Customer Support Coordinator
Department:	SMARTester
Reporting to:	Customer Operations Manager
Works with:	Customer Operations
Responsible for:	N/A
Job Type:	Permanent, Full-time, Monday to Friday, 08:30 – 17:00, 37.5 Hours
Salary:	DOE
Location:	Bradford on Avon (Avonworks)

Steve Vick International (SVI) is dedicated to delivering cost-saving solutions for damaged, redundant, or outdated pipework. Since its foundation in 1981, SVI has been at the forefront in developing products and techniques for the repair, renovation and decommissioning of pipes. Predominantly our work has been in the gas industry but increasingly we are undertaking projects in the water and nuclear sectors.

The Customer Support Coordinator role is a fantastic opportunity to join a well-established business where you will be a valued member of a small and conscientious team. The SMARTester team is responsible for supporting customers across every stage of their experience, from initial enquiries and orders through to deliveries, ongoing communication and aftercare. Behind the scenes, the team keeps day-to-day operations running smoothly through careful administration, accurate record-keeping and close coordination with colleagues across the business, ensuring customers always receive timely, accurate and helpful information.

The successful Customer Support Coordinator will be a great team player with a collaborative approach to work, acting as a friendly, helpful first point of contact for customers and internal



teams alike. The role covers a wide variety of administrative, customer service and operational tasks, so we are looking for a proactive go-getter with great attention to detail, strong organisational skills and the ability to learn quickly and juggle multiple priorities without missing a beat.

Above all, we are looking for someone who shares our company values of making customers our priority, working as a team built on trust and open communication, investing in our future and delivering reliable products and services through collaboration and continuous improvement.

Role Purpose

To provide day-to-day administrative support and act as a friendly, helpful point of contact for customers and internal teams. This supports SMARTester's mission to maintain operational efficiency, supports documentation and communication, and ensures customers receive timely and accurate information.

Success Factors

- Maintaining accurate records and documentation.
- Managing multiple tasks such as scheduling, document preparation, and supporting meetings.
- Keeping pace with routine and ad hoc requests without missing deadlines.
- Communicating effectively and regularly with internal departments and forming excellent working relationships as part of the larger team.
- Acting as a clear, reliable link between internal departments and external customers.
- Responding to internal and external queries clearly and courteously.

Competencies, Skills and Knowledge

- Experienced customer service/support background
- Clear, friendly communication – both written and verbal
- Strong attention to detail and accuracy
- Good organisational and time management skills
- Equally comfortable working independently and as part of a close-knit team
- Comfortable with Microsoft Office, Google Workspace or similar tools

Key Duties/Responsibilities

Administrative Support

- Maintain and update internal records, files, and spreadsheets
- Prepare documents, reports, and meeting packs
- Assist with scheduling meetings, calls, and training sessions
- Support data entry, formatting and general document control

Customer Service & Communication

- Respond to customer queries via email or phone in a polite, professional manner
- Handle complaints and difficult situations with a polite, tactful and assertive attitude



- Provide updates on orders, deliveries, and basic troubleshooting or signposting
- Liaise with internal teams to ensure customer requests are actioned promptly
- Record customer feedback or issues for review by relevant teams

Office & Operational Tasks

- Manage incoming/outgoing post, parcels, and deliveries
- Monitor office and stationery supplies, and support reordering
- Support stock records or track customer-related shipments
- Help with booking couriers or logging outgoing devices/equipment

Compliance & Documentation

- Keep documentation up to date and filed correctly
- Assist with audit logs, quality checks or ISO-related admin (training provided)
- Support onboarding/offboarding of staff (e.g. arranging kit, access, forms)

SVI Benefits

We are committed to supporting our employees both personally and professionally. Our benefits package includes:

- Competitive salary
- 25 days annual leave plus bank holidays, with an incremental increase based on length of service
- Workplace pension scheme with matched contributions up to 7.5%
- Enhanced maternity, paternity and adoption leave
- Income protection insurance
- Life assurance
- Salary sacrifice electric car scheme
- Medical cash plan to help with everyday healthcare costs
- Employee Assistance Programme (EAP), confidential support for personal and professional issues
- Charitable Giving Scheme
- Recruitment referral bonus scheme
- Cycle to Work Scheme
- Home and Tech Scheme
- Opportunities for personal and professional growth
- Exciting team and company-wide socials

How to apply:

Please send us your CV and covering letter to Laura Jefferies (Head of SMARTester) on e-mail laura.jefferies@stevevick.com



