

# Asset Management Co-ordinator Tunbridge Wells – Kent – Full-Time

January 2023

## About VisionTrack

VisionTrack is Europe's leading provider of cloud-based video telematics and our focus is to ensure we continue to provide the best full-featured video telematics solutions to serve the growing market demand for video-enabled telematics systems.

We have won more than 40 awards for innovation in the past six years and are dedicated to improving road safety and reducing insurance claims costs whilst assisting fleet operators to improve asset tracking/utilisation, fleet optimisation, regulatory compliance, and security.

Our multi-award-winning telematics platform has been built using the latest technologies that can locate a vehicle in real-time with live video and analytics. The cloud-based solution has evolved to connect to any third-party system and is the most innovative and leading video telematics platform available on the market.

## Overview

The role of an **Asset Management Co-ordinator** is to be responsible and manage the workflow of our inbound returns department, contract billing and sim contract management.

You will be expected to engage with our customers, sales support, and warehousing teams to ensure we find the correct outcome for all inbound requests. This role will require an element of fact-finding, RMA management, decision-making, and adhering to our returns policy, along with a highly-organised approach.

Your primary goal will be ensuring we manage these processes quickly, efficiently and with minimal cost implications.

As an Asset Management Co-ordinator, you will work within the Customer Relations team, working closely with the Customer Success Specialists, Accounts, Engineering, Technical Support and Returns teams for data & sim recording and management of records. This role reports to the Head of Customer Relations.

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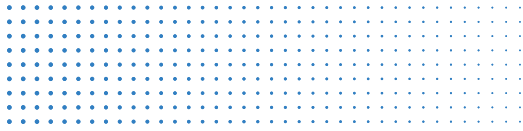
**e** info@visiontrack.com

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## Key Responsibilities:

- Advising and processing the administration of Sim & Hardware service kits used and returns requests
- Advising warranties and contract terms for customer queries
- Asset management and maintenance surrounding warranty replacements
- Platform fleet management for swapped/updated devices
- Auditing of service kits and Engineering bootstock levels
- Managing and archiving all RMA requests
- Assisting Sales Support, Engineering and Warehousing on status of returns and chargeable requests
- Raising credits for authorised returns
- Assisting when needed with supplier returns administration tasks
- Administration of contract billing
  - Asset swaps and contract changes
- Management of our Data Sim system
  - Updating activations, de-activations, and swaps for contract billing

## Qualifications:

### Essential Skills:

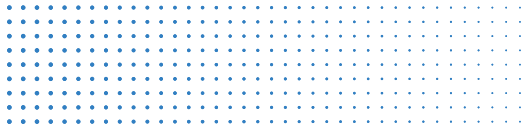
- Strong (verbal and written) communication skills
- Determined & enthusiastic with good organisational skills
- Commercial acumen when making decisions
- Good time-management
- Analytically minded and good problem-solving skills – you will need to be able to think outside the box
- Team/customer focussed
- Professional approach to all situations

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## What are we doing to help us build a thriving, inclusive community?

Our ambition is to build a more diverse, equal and inclusive workplace for everyone and we have a mission statement in place to reinforce our commitment. However, that's the easy part!

### Our key challenges are...

- How we continue to nurture positive behaviours in our own culture to foster healthy, happy and collaborative colleagues where performance is recognised and differences celebrated.
- How we strive to build our own internal community to better reflect the diverse communities we serve.

To help us achieve this, we have recently established an employee network called **#WeAreMarkerstudy** – a body of proactive colleagues with diverse interests and experiences, who have volunteered themselves to be part of a driving force for positive change.

**Change won't happen overnight or without the support of our colleagues, but we are now in a good position to make realistic and manageable plans in order to see them flourish in the future.**

**To apply, please send your resume and cover letter to [erinlong@markerstudy.com](mailto:erinlong@markerstudy.com).**

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