



Installation Project Co-ordinator Vacancy (Full Time)

This is an exciting time to join one of the world leaders in sensory provision.

Rompa is an innovative business consistently producing the very best in new, state of the art products and sensory solutions. Home of the Snoezelen®, Winslow and Older Adults brands, we operate throughout the UK and offer a full installation and mail order service to a varied customer base.

We also have over 50 international partners in our portfolio making us a truly global company.

Our multi-sensory rooms offer wonderful therapeutic care for children and adults with differing levels of abilities. Our rooms nurture the body and are designed to promote sensory modulation and facilitate the learning and practice of stress management. Our specialist rooms are being used in hospitals, health centres, developmental disability units and many other settings all over the country to help improve people's quality of life.

Rompa has an opportunity for a Project Co-ordinator to join the expanding Rompa installations team who design, build and install our rooms.

As Installation Project Co-ordinator you will enjoy the satisfaction of overseeing projects from initial contact to final installation and after sales care. You will be responsible for receiving incoming leads, qualifying, establishing and maintaining a good relationship with the customer and supporting the installation engineers until the project has been installed.

Key functions

- To receive and qualify incoming leads for the installation projects. Produce accurate quotations, by liaising with the sales and design departments.
- Establish and maintain good relationships with the customer, providing any information and associated documentation they require.
- Follow up on the project until it has been won.
- Arrange site surveys and installation dates with the customer.
- Plan installation diaries to ensure installer resources are employed to achieve maximum efficiency.
- Support the Installation Engineers with all relevant documentation required.
- Arrange hotels where necessary and assist the customer until the project is complete.

Skills / Competencies

- Excellent verbal and written communication skills at all levels.
- Strong IT skills including MS Office suite.
- Ability to negotiate effectively.

- Accurate data entry skills.
- Good customer service skills and strong ability to plan and organise.
- Excellent attention to detail.

Personal Attributes

- Ability to work as an independently or as part of a team with a 'can do' positive attitude.
- Ability to work under pressure and multi-task.
- Forward thinking with ability to problem solve.
- Polite, professional and friendly yet persuasive telephone manner.

Should you be interested in the above role, please apply to Lisa Wright (lisaw@rompa.com) with a covering letter, CV and current salary details. No agencies at this stage.

Applications for this position will close on Monday 10 May 2021.