

Baker Hughes Vacancy: Service Delivery Coordinator (Drill Bits)

Would you like to take ownership of a team delivering service to our customers?
Do you enjoy being part of a successful team?
Join our Team!

At Baker Hughes our purpose is clear. We take energy forward-making it safer, cleaner and more efficient for people and the planet. Our team partners with the business to effectively enable and sustain change to improve our performance.

Partner with the best

As Service Delivery Coordinator, you'll ensure that BH maximizes its short- and long-term revenue, profit and cash collection opportunity by ensuring flawless execution, on time delivery, contract adherence and cash collection for the assigned jobs. This position will coordinate the required job activities across organizational boundaries to ensure BH execute the job in line with customer expectations and contract terms and conditions.

As a Service Delivery Coordinator, you will be responsible for:

- Protecting the health and safety of our personnel and the environment.
- Conducting all activities in line with our non-negotiables, applicable processes, and cultural pillars.
- Ensuring the assigned contracts/quotes are fully understood and capitalized upon.
- Coordinating and monitoring all job activities as outlined in MTJC across organizational boundaries with prompt escalation of any issues that can impact service delivery.
- Managing contact with the client for job preparation, execution and close out and as such, managing the relationship to ensure business success for BH.
- Scheduling and dispatching of resources in line with job requirements.
- Being familiar with the assigned client's process for MOC/escalation to ensure the proper process is followed when there is risk of not achieving the client's objectives.
- Prompt escalation of issues that can impact service delivery.
- Ensuring invoice is in line with contract/quote, with no revenue leakage and timely collection of cash.
- Comparing job as planned versus job as executed and document any lessons learned globally to ensure opportunity for continuous improvement.

Fuel your passion

To be successful in this role you will:

- Have a Bachelor's degree or a high school diploma/GED.
- Have experience and understanding of oilfield services.
- Have experience working with multiple internal teams to meet customer requirements.
- Have excellent interpersonal and leadership skills.
- Be an experienced problem solver, with a methodical approach to solving difficult customer issues.

If this role is based in the United States, Canada, Trinidad & Tobago, and Guyana, as part of our commitment to the health & safety of our employees, customers and the communities in which we operate, this role requires full vaccination for COVID-19 prior to beginning work.

Working with us

Our people are at the heart of what we do at Baker Hughes. We know we are better when all of our people are developed, engaged and able to bring their whole authentic selves to work. We invest in the health and well-being of our workforce, train and reward talent and develop leaders at all levels to bring out the best in each other.

Working for you

Our inventions have revolutionized energy for over a century. But to keep going forward tomorrow, we know we have to push the boundaries today. We prioritize rewarding those who embrace change with a package that reflects how much we value their input. Join us, and you can expect:

- Contemporary work-life balance policies and wellbeing activities
- Comprehensive private medical care options
- Safety net of life insurance and disability programs
- Tailored financial programs
- Additional elected or voluntary benefits

About Us

With operations in over 120 countries, we provide better solutions for our customers and richer opportunities for our people. As a leading partner to the energy industry, we're committed to achieving net-zero carbon emissions by 2050 and we're always looking for the right people to help us get there. People who are as passionate as we are about making energy safer, cleaner and more efficient.

Join Us

Are you seeking an opportunity to make a real difference in a company with a global reach and exciting services and clients? Come join us and grow with a team of people who will energize and inspire you!

Baker Hughes Company is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Apply here: <https://careers.bakerhughes.com/global/en/job/R41392/Service-Delivery-Coordinator-Drill-Bits-Georgetown-Guyana>