

Role

Title: Operations Coordinator – Malaysia

An Operations Coordinator is responsible for the successful execution of operations by EV and its Technical Partners. This is accomplished with thorough project planning, training, technical support, and clear communication between all parties. Customer satisfaction in all aspects of EV's service delivery is central to success. Using experience and training, an Operations Coordinator will exceed Customer expectations, demonstrate Operational Excellence, and develop their career at EV.

Interfaces

Reporting line: SE Asia Region Manager
Interface and teamwork with: Customers and Technical Partners
EV SE Asia Region Team
Engineering team for equipment design, service, and maintenance in Norwich UK

Location: Expect most days in KSB and Labuan bases, Malaysia

Responsibilities

- Abiding by and maintaining adherence to Company Quality, Health, Safety and Environmental policies, procedures, and code of business conduct at all times.
- Operations support to EV Sales Representatives, EV Operations personnel, and Technical Partners of Company's downhole video camera services. Last man out for operations.
- Manage HSEQC with area sales and operations team by conducting HSE & quality audits.
- Assist Maintenance Technicians with setting up maintenance facilities and HSE / Quality plans
- Manage equipment: Planned maintenance and repairs in each location, equipment movements/utilization/AMS updates, Area resource management (single point of contact to UK & Region Manager)
- Personnel training: Develop Training matrix for Area in conjunction with Asia Region / EVTC. Provide local training to EV Technical Partners.
- Pre job planning: Logging programs/procedures, ops readiness checks, preventative maintenance, SIT's, customer site visits.
- Post job delivery: Project review meetings, reviewing/uploading video from jobs, collecting ops reporting from TP's, final reporting.
- Operational Excellence support: Failure reports, serious service incidents, risk assessments, operating procedures, data security monitoring, and HAZOPs

- Recommending operating procedures, equipment improvements, or service delivery improvements. Communicating this between Customers and EV region team.
- Attendance of meetings with clients and service companies as required in the region
- Holiday cover for operations team throughout Area.

Key Performance Indicators:

- Data and Operational efficiency
- Customer Satisfaction tracking
- Technical Partner competency
- Failure Reporting and SSI closer rates

Experience Requirements:

- Minimum 5 years in a technical role with a Service Company or Operator
- Data acquisition experience with Wireline and/or Coil Tubing

Local Requirements:

- Legally able to work and reside in Malaysia
- Malaysian citizen preferable

Key Personal Skills:

- Proactive attitude to communication with Customers and Partners
- Ability to perform tasks independently with limited supervision
- Ability to anticipate the needs of Customers and uncover new opportunities
- Excited to learn and develop new skills
- A desire for personal and professional growth