

# Job Description

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Job title	Help Desk Administrator	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Receive calls via the helpdesk and support the production of a plan of maintenance activities within a defined area. To undertake the subsequent signing off of the agreed tasks at closure of the tasks and monitor and record feedback for the closed-out tasks, whilst providing and delivering the best value reception service through excellent customer care to match the client's needs. Responsible for front of house, helpdesk, reception and switchboard duties.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Receive all visitors to the CEPR main reception in a professional manner
- Ensure switchboard is answered promptly and that callers are dealt with in a professional, helpful manner
- Carry out general reception duties, ensuring that a high standard of customer care is adopted at all times
- Receive recorded and special deliveries and log and contact client before 10.00 am
- Answer and maintain the helpdesk and provide customer support through the timely answering of requests, allocation of reference numbers and the forwarding of requests to the relevant facilities team
- Print off appropriate work dockets as and when required, and pass these on to the appropriate Facilities teams
- Maintain computerised maintenance system on behalf of Engineering, raising, closing and filing electronic work requests as required
- Set up of the conference rooms including all AV equipment
- Book meeting rooms, taxis, car hire and hospitality as directed.
- Maintain staff holiday, sickness and absence on duty within MAXIMO, Prottime and given spreadsheet
- Assist management team as and when required with admin matters
- Provide all monthly billing reports to the Business Support Team
- Manage client exhibitions, mobile phones contract, copiers and internal accounts
- Manage emergency phone and tannoy system
- To be dressed in correct uniform at all times

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## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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| <ul style="list-style-type: none"><li>• Customer focused</li><li>• Ability to communicate effectively</li><li>• Flexibility</li><li>• Team orientated</li><li>• Previous healthcare experience preferred</li></ul> |
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## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
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# Job Description

Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	