

Job Description

Job title	Maintenance Scheduler	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

To implement an 'effective' scheduling service for all work required to be undertaken on the EMCOR contract.

'Effective' means consistently keeping backlog to a minimum, consistently achieving KPIs, and complying with EMCOR's control of contractor process by complying with the requirements of the Permit Control Office. You may be required to step up to Scheduling Supervisor in periods of Supervisor absence.

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.

- Ensuring compliance to EMCOR's end to end scheduling process
- Ensuring that work is planned as far enough in advance so that it does not need to be rearranged and the work placed on hold i.e. access, parts and labour are organised so that work can go ahead when scheduled.
- Ensuring compliance to EMCOR's scheduling governance process which allows for adequate communication with the engineering teams
- Fully ensure that you both plan and schedule work, removing the responsibility from the engineering team but collaboratively communicating with the engineering teams to ensure schedules are accurate.
- You be required to liaise with Lab/space occupiers/managers to coordinate access to these areas as part of the work scheduling process.
- Have the knowledge to know the labour resource required to complete the relevant work order.
- Close down all work orders on EAM in a timely manner and in line with SLAs and KPIs.
- Liaise with the EAM superuser function to support and complete the end to end change control process.
- Provide a helpdesk function to ensure our customers have a point of contact who will resolve queries, log jobs and proactively keep our customers up to date with job progress.
- Ensure that paperwork is effectively managed and archiving is kept up to date at all times
- Proactively monitor SLAs and KPI performance to address in advance any work that may fail.
- Ensure that backlog is kept to a minimum at all times
- For any work orders that are to be placed 'on hold' ensure that these are managed through to completion in line with SLAs and KPIs
- Proactively report any EAM data inaccuracies to the EAM Data expert for correcting
- Proactively report any labour resources issues to the applicable technical supervisor.
- Ensure that all reactive work orders are managed and that subcontractors are scheduled in coordination with the other schedulers in your team
- Support your scheduling buddy and cover them in periods of absence. You may not take annual leave at the same time.
- Support the site contract support team with any administrative tasks required.

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- Assist in resolving any escalations due to engineer failure to deliver any BAU services, KPI's, process or systems.
- Assist with the facilitation and management of all Corrective Actions Plans aligned to the area as well as support and provide input into any Service Improvement Plans owned and managed by EMCOR
- Facilitate a working relationship with the customer management team in relation to technical service delivery, systems & processes.
- Assist with the identification and implementation of processes to provide a more cost effective and relevant service to the customer.
- Work with EMCOR's Business Improvement Director to effectively implement the Creating Capacity product.
- Ensure that subcontractors are planned and scheduled in line with the Permit Control Office procedures.
- Provision of all services to a level that satisfies SLA's & KPI's.
- Ensure SOP's are followed when updating CAFM system assets.
- To carry out all reasonable tasks that may be requested from time to time by the client, management or EMCOR Group (UK).
- To uphold and always promote the good name of EMCOR UK.
- Making our customers lives' easier is a critical element of this role.
- Be an ambassador of the EMCOR Group (UK) plc.
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline

Resource responsibilities

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

Person specification

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

- Knowledge of FM processes and ideally a technical engineering background.
- Actively demonstrate behaviour in line with EMCOR values
- Excellent communication skills.
- Excellent leadership skills.
- Smart, presentable appearance.
- Use of own initiative, an effective and confident administrator.
- Personable, approachable and able to work as part of a multi-functional team.
- Well organised with the ability to prioritise.
- Good IT skills including MS software and knowledge of bespoke software packages with an

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interest in learning new technologies to improve efficiency and service.

- Working knowledge of CAFM systems and building operations, awareness of facilities disciplines to allow effective allocation of work order.
- High calibre IT skills and presentation capability.
- High Level of understanding of customer service excellence and the ability to deliver quality service.

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>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	