

Job Description

Job title	Helpdesk Team Leader	Date xxx
Reports to (title)		
Contract/Department		Revision xxx
Location		

Job purpose

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

Active supervision of the account help desk service, always providing an excellent level of customer service in the delivery of reactive and proactive task handling

Monitoring of service provided to ensure contractual compliance.

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.

- To take overall daily responsibility and ownership of the helpdesk
- To supervise the team and ensure all reactive work orders are responded to within timelines
- Instil a culture of customer service excellence
- To manage CAFM to ensure work orders are dealt with effectively
- Monitor and respond accordingly to queries and client requests
- Co-ordinate faults, schedule to engineers and communicate with customers
- Liaising with Clients to escalate out of line incidents
- Ensuring EMCOR UK meet the contractual delivery requirements
- Raise purchase orders
- Managing customer meeting arrangements
- Any other duties, as requested by the management team
- To provide holiday cover for colleagues when required

Job Description

Resource responsibilities

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

Helpdesk operators

Person specification

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

- Excellent customer service skills including handling of issues and negotiation skills
- Both verbal and written communication should be excellent
- Planning and organisation skills
- Ability to be resilient under pressure and be able to converse confidently with staff, suppliers, and customers at all levels
- Computer literate with Microsoft Office knowledge
- Knowledge and experience in the operation of a CAFM system advantageous
- Ability to multitask and manage time effectively
- Personable and approachable

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.

Line Manager
Signature

Job Description

Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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