

Job Description

Job title	Help Desk Co-Ordinator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

- Provide a first line contact for internal and external customers/contractors.
- Respond effectively to all telephone queries and complaints, using effective listening, questioning and problem-solving skills.
- To manage client platform to ensure the clients fault log is dealt with effectively taking ownership of jobs that you have logged.
- Life safe systems and statutory inspections completed as per the legal compliance and SLA/KPI required times
- When an engineer is scheduled to a job ensure the attendance info is communicated to the customer and engineer.
- Ensure that job packs within your area are complete and ready for billing. Job packs must include PO/ Quote/ CVI/SMR/ email communications.
- Changing status on open jobs, chasing subcontractor for both delivery dates for parts and service completion sheets and updating customers as required.
- Process and job on the in house finance system (JDE) to enable invoicing
- Liaising with Clients to escalate out of line incidents.
- Ensuring EMCOR meet the contractual KPI's and SLA's.
- Raise Purchase Orders as and when required.
- Administer PPM's and Reactive control to Service Engineers through in House System and are carried out within one month of the allocated date
- Monitor EMCOR email system and respond accordingly to queries and client requests.
- Coordinate faults, schedule to engineers, communicate with customers.
- Implement new Service Contracts including setting up contracts on the central database, assisting implantation of PPM control and delivering information to key personnel.
- To undertake review of internal purchasing requisitions to ensure best practice use of Suppliers and Subcontractors were required for PPM and Reactive Calls.
- Review all paperwork received from engineers and raise follow on or new jobs for any sheets for further action.

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- Any other duties as requested by the Management Team and or Team leader within reason to suit the changing needs of the business.
- **Service monitoring**
 - Assist the Team Leader to monitor service standards
 - Monitor the active jobs logged on with the helpdesk, to include the CAFM system, Horizon and the EMMA Application.
 - Recommend to the Team Leader improvements that could be made to the help desk service delivery
 - Review and make recommendations to maintain building integrity, maintaining accurate records as required.
 - Liaise with MSP to follow through on approved work.
 - Liaise with senior management to ensure contracts remain compliant.
 - Assist in the compliance of existing Health and Safety policy, safe working practices, liaising closely with the, Health & Safety Manger.
 - Attend regular management meetings with in-house suppliers and note follow up actions as required
- **Administration working to help desk standard procedures:**
 - Operate and maintain an effective filing system for the department.
 - Produce reports for all MSP performance
 - Manage and maintain the 'control of contractor' register, to include liaising with the technical and production department along with external provider.
 - Manage and maintain stationary supplies for the Facilities Department, whilst overseeing the stationary contractor.
 - Obtain monthly reports from various suppliers outlining the service used or provided.
 - Follow up on instructions to raise capital expenditure.
 - Follow through any changes to the disaster recovery plan.
- **Key deliverables**
 - Effective help desk service, follow up on requests and customer handling
 - Effective MSP monitoring and follow up with suppliers to ensure standards are met
 - Effective administrative support to the help desk and record keeping
 - Effective teamwork, flow of information and multi-skilling to provide cover across team

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.

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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.

Person specification

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

- Essential Knowledge, Skills and Experience help desk service coordination
- Sufficient experience of providing a facilities or maintenance service in a busy organisation
- Some experience of working with contractors and suppliers and monitoring of service standards
- Understanding of compliance requirements and working with service level agreements
- Proven experience of delivering excellent customer care and service in a large organisation
- Experience of complaints handling and follow up procedures
- Enthusiasm and commitment to learn about and get involved in the department's activities
- Administration
- Relevant experience of working in a comparable administrative office based role
- Ability to prioritise workload, to work under pressure with a high level of organisational proficiency and initiative
- Strong computer skills with competency in Microsoft Office and database packages; experience of accurate data entry
 - Good attention to detail and ability to follow department procedures
 - Good numeracy skills, ability to process invoices accurately and efficiently
- Skills
- The ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organisation
- Customer care in dealing with irate callers with tact and diplomacy, using effective complaints handling skills
- Strong command of written and spoken English

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- Excellent telephone manner, common sense and the ability to communicate effectively at all levels
- Ability to write clear, informative, customer focussed letters in a style appropriate to the reader
- Ability to work effectively as part of a team

Qualifications and Experience:

- 5 pass grades at GCSE or equivalent.
- Excellent telephone manner.
- Excellent communication skills.
- Experience of working in a call centre / help desk is essential.
- Good IT skills including Word, Excel and PowerPoint.
- Able to work under pressure and to defined deadlines.
- Able to work as part of a larger team and independently.
- Good timekeeper.
- Prior Customer Service or Industry experience required.

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	

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