

Job Description

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

Job purpose

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

To assist and manage all aspects of the Helpdesk systems required by the EMCOR contracts. This includes Planned Preventative Maintenance (PPM), Reactive Works, and Project Works in accordance with both client and EMCOR Facilities Services requirements. The requirement to communicate clearly with other personnel and departments and win the commitment of others to achieving high levels of operational performance

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 receive and action direct telephone, email requests for service in accordance with the Help Desk procedures, answering calls in a professional and personable manner
- To monitor and record the response of EMCOR UK Technicians to Help Desk requests and to ensure customer satisfaction with the service
- To control the administration of Planned Maintenance system, in accordance with EMCOR UK standard procedures including the issuing and tracking of Planned Maintenance dockets
- To monitor and record the response of EMCOR UK Technicians to Planned Maintenance dockets and to ensure follow up works are logged and completed
- To control the administration of sub-contractors and suppliers in accordance with EMCOR UK standard procedures including the issuing and tracking of purchase orders and sub-contract instructions, operational outlook programmes/site visit documentation, and the induction of sub-contractor visitors to site
- To ensure the operation of the out-of-hours telephone answering service ensuring messages are relayed and actioned in a timely manner
- To receive and make welcome all visitors to the EMCOR UK site accommodation ensuring they are correctly hosted and not allowed to wander un-escorted in workshops or the clients site in general
- The overall operational output and performance of the Help Desk facility
- To compile and distribute data relating to utilities, maintenance work and operational costs
- To carry out all reasonable tasks that may be requested from time to time by the client or EMCOR UK management
- To uphold and promote the good name of EMCOR UK at all times

Resource responsibilities

Job Description

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">• Proven experience within a similar role• Experience of Concept, Care manager, Planet is desirable• Experience of SLA's and KPI Monitoring• Good IT skills including MS Word, Excel, Power Point and Project• Good level of interpersonal and customer relationship skills• Smart, presentable appearance |
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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	