

# Job Description

<b>Job title</b>	Helpdesk Scheduler	<b>Date</b> August 2024
<b>Reports to (title)</b>	Helpdesk Manager	
<b>Contract/Department</b>		<b>Revision</b>
<b>Location</b>		

## Job purpose

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

To be the point of contact for engineers, cleaners, and relevant third-party contractors, liaising between them and sites. This includes booking them in and confirming schedules in advance, ensuring that efficient and effective work plans are in place.

## 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.

Plan and schedule work on a weekly and/or daily basis, scheduling engineers, cleaning operatives, and third-party contractors to achieve the contract deliverables and to define forthcoming work programmes, to include:

- Booking operatives on site adhering to the access process
- Liaise with subcontractors and operatives to schedule appointments/tasks/repairs.
- Ensure engineers/cleaners and third-party contractors' jobs are completed on time and deliver the highest level of customer care.
- Ensure EMCOR UK staff and third-party suppliers' have the correct information required to complete the job.
- Effectively plan work programmes, efficiently routing daily schedules to optimise productivity.
- Prioritise emergency works.
- Capture and record actions and approvals for the plan by liaising with operational management.
- Ensure all outstanding works are monitored and reviewed, and that supervisors and managers are informed of progress on a regular basis. Any changes are to be fed into a revised plan and communicated.
- Undertake processing and chasing up of work packages, through close liaison with management and supervisors.

# Job Description

Drive operational excellence across the portfolio and meet/exceed expectations on KPI and SLA performance, tasks include;

- Answer queries promptly and respectfully.
- Ensure relevant data is updated on a regular basis.
- Communicate any concerns by escalating to supervisor/manager.
- Administrative duties as they relate to the Scheduling and Service Desk functions.
- Ensure that any reported breakdowns and tasking requests are and allocated a unique reference number.
- Maintain clear and effective lines of communication with facility staff and end user community.
- To consult all areas of the business to ensure that our client receives excellent customer service.
- Undertake customer satisfaction questionnaires of completed works and record the feedback. Where the feedback is negative, forward to the appropriate Manager for further action.
- Any other reasonable requests by your line manager

## Resource responsibilities

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

None

## Person specification

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

- Practical experience in an FM operational environment is preferable.
- Candidate must be computer literate and have project planning abilities.
- The ability to communicate effectively and build relationships at all levels.
- Be able to demonstrate related experience in a service desk or planning environment.
- Personable, approachable, flexible attitude and a good collaborator
- Highly organised.
- Calm under pressure and able to multi-task effectively.

# Job Description

## 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.

--

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

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

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