



## JOB DESCRIPTION

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<b>Job Title:</b>	Field Team Co-ordinator
<b>Reporting to:</b>	CSC/Administration Manager
<b>Location:</b>	Newry HQ

### **Job Purpose: -**

The completion of all activities in line with the Client's requirements meeting all performance measurements. Allocation of resources to the contractual workload, ensuring full compliance to all activities is carried out.

### **Key Responsibilities: -**

- Deal directly with customers either by telephone or electronically in a professional manner.
- Respond promptly to customer enquiries relating to the general Customer Support Centre of the business.
- Ensure your phone duties are dealt with in a professional and polite customer facing manner.
- Ensure that phone KPIs are met on a daily basis.
- Ensure that all requests are accurately logged to enable effective scheduling and client reports to be automatically generated from Tesseract.
- Planning works from creation to completion via the accurate utilisation of Tesseract and other integrated systems.
- Generation of PPM (Planned Preventive Maintenance) tasks through Tesseract and the timely completion of such tasks in accordance with contract requirements;
- Management of reactive calls ensuring client and governing bodies SLAs are met.
- Allocation of reactive works to sub-contractors ensuring that tasks are completed within the agreed contract SLAs.
- Ensure the Tesseract is kept up to date with all relevant information and the status is reflective of the current works position.
- Ensure that the workforce is effectively utilised and reporting of non-conformances to the CSC Team Leader.
- Record holidays, sickness and other absence for field based resources.
- Carry out duties in accordance to company policies and strategy of the business.
- Adhoc generation of contract specific reports.
- Service Fee review and contract uplifts in Tesseract.
- To carry out any other duties commensurate to the role.



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**Essential Criteria: -**

- 5 GCSEs to include Mathematics and English.
- Advanced IT Skills in MS Office particularly Excel
- At least 3 years' experience working as part of an administration team
- Able to work as part of a team and establish good working relationships at all levels.
- Able to work to tight deadlines and under pressure.
- Able to demonstrate excellent communication skills, both orally and written.

**Desirable Criteria: -**

- Previous experience of Scheduling works for field staff

***HBE IS AN EQUAL OPPORTUNITIES EMPLOYER***