

Job Description & Person Specification Form

Job Title	Helpdesk Coordinator
Department/Location	Customer Services Department
Reports to	Customer Services Manager
Hours of Work	8am to 4.30pm working hours consisting of (40 hours) 30 mins half hour lunch break.

<u>Specific Day to Day Duties Include:</u>
<ul style="list-style-type: none">• To contact customers to arrange engineers' jobs – Via Email / Telephone
<ul style="list-style-type: none">• Creating jobs folders for engineers where necessary
<ul style="list-style-type: none">• Managing client's portals to ensure KPI's are met
<ul style="list-style-type: none">• Typing up confirmation letters / emails for jobs booked
<ul style="list-style-type: none">• Answering telephone calls and emailing customers
<ul style="list-style-type: none">• Booking hotels for engineers
<ul style="list-style-type: none">• Typing up reports following job completions
<ul style="list-style-type: none">• Input data on database and creating excel sheet for Clients
<ul style="list-style-type: none">• Filing
<ul style="list-style-type: none">• Franking post, photocopying and scanning

Person Specification

	Essential Required	Desirable Beneficial, but not necessary
Qualifications	<ul style="list-style-type: none"> • GCSE/ English and Maths to Standard Grade or beyond 	<ul style="list-style-type: none"> • GCSE in IT • NVQ – Level 2 in Business Management
Experience	<ul style="list-style-type: none"> • Must have at least 1 years of experience working in an office environment • Experience of working with customers face to face or over the telephone. 	<ul style="list-style-type: none"> • Working in a busy environment
Knowledge	<ul style="list-style-type: none"> • Be confident in the use of email and database programs • Experience of office procedures 	
Skills & Abilities	<ul style="list-style-type: none"> • Communicate effectively (both verbally and in writing) at all levels • Promote a positive working environment • Be able to prioritise workloads; have excellent time management and organisational skills; • Ability to work on own initiative • Good eye for detail 	
Personal Attributes	<ul style="list-style-type: none"> • Knowledgeable and highly competent • Punctual • Approachable • Creative and enthusiastic • Committed • Of smart appearance 	<ul style="list-style-type: none"> • A sense of humour

Nant Limited is an Equal Opportunity employer, effective and consistent recruitment practices are essential to ensure that all applicants are treated fairly and with diversity and equality of opportunity. The recruitment process must result in the selection of the most suitable person for the job in respect of skills, experience and qualifications.