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| **Job Element** | **Detail** |
| **Job Title** | Service Desk Operator |
| **Reporting To** | Allan Coutts |
| **Department/Location** | Aberdeenshire Council – 70271 – Housing Team |
| **Main Purpose**  | Support Operations Manager and other members of the team in the delivery of FM Contracts delivered from the Westhill Office. Communicate effectively with clients and operational staff as required. |
| **Duties & Responsibilities** | * Dealing with Works Orders (both PPM and Reactive) submitted through the Maximo CAFM System.
* Answering Telephones, Generating and Planning Work Instructions for Maintenance Engineers.
* Monitoring Job Progress, recording on the work orders and keeping customers informed throughout the work process.
* Ensuring all work orders are closed out in a timely fashion and within SLA, completing all fields with relevant information, such as service reports and log notes.
* Checking and ensuring that technicians paperwork, service reports and timesheets etc. are completed accurately and on time.
* Updating and maintaining various trackers to monitor PPM progress and customer feedback.
* Planning in reactive works for engineers and organising PPMs for the month ahead.
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| **Skills & Knowledge** | * Understanding of asset management principles and maintenance techniques.
* Excellent PC skills and experience in the use of Microsoft Office package is essential.
* Experience in the use of a CAFM system is preferable.
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| **Person Specification** | * A Pro-active attitude.
* Excellent communication skills including verbal and written.
* Ability to form relationships with clients and to exceed customer expectation.
* Approachable demeanour and demonstrable commitment to team working.
* Ability to work independently in a fast-paced environment when required.
* Well Organised/efficient time management, which includes ability to work within set timescales and prioritise workload.
* Ability to face uncommon and complex situations in a calm and professional manner.
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