

Job Description

Job Title:	Call Handler
Division:	Repairs and Maintenance
Reports to:	Senior Administrator / Team Leader / Senior Scheduler
Direct Reports:	Trainee Office Admin if applicable
Main Interfaces:	Residents, Clients, Axis Employees

Overall Purpose

Working as part of a team in a busy environment assisting the operational team to schedule and plan works in a cost effective and organised way to ensure a quality service.

Key Tasks / Activities / Responsibilities

- Providing customer service to residents and customers
- Arranging appointments for residents with Trades people in a cost effective and organised manner
- Dealing with queries from residents, changing appointments
- Rescheduling appointments using our planning tools
- Logging current jobs onto our job management system/database
- Working with Supervisors and trades people to organise and schedule work
- Updating and changing information as the job changes
- Ordering equipment needed for the job
- The key person communicating between the resident and maintenance worker
- Keeping all activity logged and up-to-date in an accurate manner
- Liaising with staff at customer sites keeping them up-to-date with progress information
- Follow the company's policies and procedures at all times
- Cooperate with colleagues from other Departments in a timely manner if and when necessary
- Provide information to your line manager in a timely manner when requested to do so
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance
- Working predominantly on DRS ensuring operatives days are planned maximising productivity re-arranging works where necessary to optimise the operatives route
- Receiving phone calls from operatives on site
- Deploying emergencies to the correct operative – ensuring all are covered by the day to day team and not passed to OOH except in extreme circumstances – Supervisors to be made aware when emergencies are passed to OOH
- Ensuring that operatives are using and updating their PDAs correctly
- Ensuring jobs raised in the interface are booked in within target
- Ensuring that all follow on jobs are actioned by the end of the day – all jobs on the operatives schedules are to be red colour and full notes on Rocc
- Printing and emailing all non PDA operatives works at the end of the working day
- Back up to all other planners, covering any absences

Person Specification

Key Knowledge

- IT Literate
- Maintenance sector
- Maintenance sector terminology
- KPIs
- ROCC/Opti-time/DRS

Key Skills

- Excellent Telephone Manner
- Customer Service focused
- Excellent Communication skills
- Ability to identify problems
- Ability to identify customers' needs
- Willing to go the extra mile to deal with a difficult situation
- Ability to prioritise issues
- Ability to meet tight deadlines
- Ability to work under pressure
- Attention to detail
- Team player

Key Experience

- Call centre environment
- Repairs and Maintenance (Desirable)

Other Key Information

- Excellent Work ethic
- Treating others with respect
- All staff have a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions

Name:

Signature:

Date: