

Job Description and Person Specification

Job Title:	Customer Support and Operations Co-ordinator
Department:	Business Support
Reporting to:	Senior Customer Support and Operations Co-ordinator
Grade:	5
Hours per Week:	40
Location:	Bristol, Bath, Exeter, Gloucester, Wiltshire, South Wales
Special Conditions:	Monday to Friday 8am-5pm plus Out of Hours Service Split shift* – Monday to Friday 12pm-9pm when on call (1 in 4) 4 days on / 3 days off** (based on 10-hour shift)

Key Responsibilities:

1. To assist the Management Team in the successful realisation of the Company's vision and plans in delivering excellent services.
2. To participate in Operational Manager meetings
3. To work as part of, and contribute to, high performing teams
4. To assist in the proactive development and service delivery of world class standards
5. To contribute positively to the implementation of the Company's vision, mission and operational plan.
6. To be a champion of change, communication, continuous improvement and empowerment, securing motivation, loyalty and support of colleagues.
7. To be involved in continually reviewing, improving and optimising the effectiveness and efficiency of working standards.

Specific Roles:

1. Answering incoming telephone calls in a timely and polite manner
2. Advise customers of the range of services that best meet their need
3. Make outbound calls to customers requesting feedback on completion of a project
4. Promptly responding to enquiries received by email including enquiries through Check-a-trade and Google
5. Ensure customers are kept informed of their job status.
6. Accurately log all new enquiries and service requests in the company systems

7. Scheduling of new jobs immediately, and in a suitable time slot for engineers
8. Prepare and manage weekly engineer schedules
9. Collaborating with field engineers and working together to deliver exceptional services.
10. To develop and contribute to marketing ideas and strategies in collaboration with Sales and Marketing Director.
11. To analyse engineer performance against key performance indicators.
12. Manage and have oversight of Issues Log, bringing recurring issues to the attention of the line manager.
13. Prepare and present weekly performance reports
14. Plan, prepare and chair weekly team meetings.
15. Supervise customer service and operational assistants
16. Train and mentor customer service assistants and co-ordinators as required
17. To monitor performance of office staff and bring issues to the Office Manager.

Generic Roles:

1. To represent the Company with external customers and partners as required in the performance of duties or as directed by your line manager
2. To achieve agreed targets and key performance indicators across all areas of responsibility.
3. To adhere to Company policies, particularly those relating to equality and diversity, and General Data Protection Regulation (GDPR)
4. To adhere to Company Health and Safety policy and procedures.
5. To be a role model supporting Company values and corporate management.
6. To actively develop yourself through staff development and training activities and to review your own performance and the performance of those who are responsible to you.
7. To undertake any other duties consistent with the key responsibilities and duties of the post, and as directed by your line manager.

Core Values

At MJP Electrical Services Ltd, we pride ourselves on delivering a world class to our customers.

To achieve this, MJP promise to:

- Carry out services in the most time efficient manner
- Always Keep the customer informed
- Adhere to the latest electrical and fire safety standards and ensure best practice



- Treat customers' homes with respect and care
- Be polite and friendly
- Be punctual
- Provide customers with an honest appraisal of worst-case scenarios
- Be trusted to provide the best service possible.

Person Specification

Area to be demonstrated	Essential	Desirable	How this will be assessed. (AF/TI/I)
Education & Training	<ul style="list-style-type: none"> Good standard of education to an A level standard and including Maths and English 	<ul style="list-style-type: none"> Business Administration qualification ILM L3 qualification or higher 	AF TI
Experience & Knowledge	<ul style="list-style-type: none"> Experience of working in a fast-paced environment whilst focusing on delivering exceptional customer service Scheduling experience in a similar role Experience of using Microsoft Office and Excel Fluent in English 	<ul style="list-style-type: none"> Experience of working in the service industry 	AF / I
	<ul style="list-style-type: none"> Proven ability to communicate confidently and effectively with a wide range of stakeholders Proven ability to build and support positive working relationships Ability to represent the Company at all levels in relation to the area of responsibility Confident IT skills, including the use of Apple iPad and iPhone Ability to follow policy and procedure. Excellent organisation skills and systematic approach to daily tasks 		AF / I

Personal Attributes	<ul style="list-style-type: none"> • Highly motivated and flexible, with a desire to deliver the best possible service. • Able to contribute effectively to delivering new ways of working • Punctual and reliable • Resilient and able to work under pressure • Able to use initiative with minimal supervision • Passionate about customer care • Reliable and committed to core values and delivering a high standard of work within challenging timescales • A commitment to supporting the principles and practice of equality of opportunity • Positive attitude and willingness to contribute to a supportive team culture. • Willingness to aid in training and mentoring of staff, promoting professional growth. 		TI / I
Other	<ul style="list-style-type: none"> • UK driving licence • DBS 	<ul style="list-style-type: none"> • Credit check, if required 	I