



## Job Description

**Job Title:** Servicing & Deployment Co-ordinator  
**Reports to:** Business Support Manager  
**Based at:** Commerce Park Office, Colchester  
**Hours of work:** 40 hours per week

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### Key objectives of role:

1. To provide outstanding Customer Service to internal stakeholders, clients, and customers
  2. To optimise the effective deployment of available engineer resource and reactive planning
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### Main responsibilities:

- Operate as the first point of call for engineers, clients, and working with colleagues across the business to deliver Outstanding Customer Service.
- Effectively optimise the deployment of available engineer resource across a specified geographical area and specific client requirements.
- Ensure work is scheduled and planned to ensure customer needs are met using initiative and to meet targeted KPIs and required measures.
- Record and maintain legislative documentation.
- Monitor basic financial tasks such as raising purchase orders and SORs to be collated by the finance team.
- Ensure customers and clients are kept fully informed of ongoing repairs and processes such as further works and parts replacements.



- Escalate any resource issues that cannot be achieved satisfactorily within your responsibility.
- Work to the priorities, deadlines and performance targets set by your line manager and personally contribute to the achievement of the high-performance levels set.
- Work collaboratively with your colleagues to achieve successful outcomes.
- Demonstrate a positive attitude towards the role and the team in which you work within showing commitment to the achieve of Gasway's business plan and objectives set by your line manager.
- Any written work, phone call handling, clerical and administrative tasks related to the role.
- Liaise with parts centres to ensure engineers can carry out works efficiently
- Update and maintain a high level of effective communication with our tenants and customers
- Assist and support partnered departments to ensure a high level of service for our contracts and tenants
- Any other tasks that are reasonable depending on seasonality and peaks in demand across other departments.
- Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
- Take personal responsibility for seeking value for money opportunities to get service right first time.
- Understand and use measures to enable continuous improvement.
- To take personal responsibility for demonstrating the aims of the Group's Equality and Diversity objectives.
- Ensure that IT Security and Data Protection Legislation is always adhered to.



## Person-Profile:

Selection Criteria:		Essential or Desirable  (E, D)	Assessment Method  (A, I, T, D)
A = Application Form T = Test/Personality Profile	I = Interview D = Desktop or other practical exercises		
<b>Experience:</b>			
1. Proven administrative experience with the ability to work within processes and procedures whilst managing multiple work streams.		E	A, I
2. Experience of dealing with customer service by phone and the ability to liaise effectively with a range of audiences.		E	A, I
3. Demonstrate competent IT skills and experience with using Microsoft Packages and systems.		E	A, I
4. Evidence of effective planning and organisational skills to manage conflicting priorities to meet objectives and deadlines with minimum supervision.		E	A, I
5. Demonstrate methodical and flexible approach, with high accuracy and attention to detail.		E	A, I
6. Proven ability to gather and review information, identify appropriate planning and deployment solutions and recommend associated actions.		E	A, I, D
7. Knowledge or experience of the demands in a heating/gas industry or technical environment.		D	A, I
8. Understanding of The Working Time Directive.		D	A, I



<b>Qualifications:</b>		
1. Educated to GCSE level or equivalent	D	A, I
<b>Skills:</b>		
1. Organised	E	A,I
2. Good Listener	E	A,I
3. Self-Motivated	E	A,I
4. Team Player	E	A,I
5. Diligent	E	A,I
6. Accountability	E	A,I
7. Confidence to question and challenge	E	A,I
8. Forward Thinking	E	A,I
9. Excellent customer service skills	E	A,I
10. Ability to remain calm under pressure		