

## Aspire Job Description

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<b>Job Title:</b>	HELPDESK OPERATOR	<b>POSITION ID:</b> HDO589
<b>Entity:</b>	<b>ASPIRE DEFENCE SERVICES LIMITED (ADSL)</b>	
<b>Location:</b>	Tidworth	
<b>Reports to:</b>	Helpdesk Supervisor	
<b>Key Purpose of the Role:</b>	The Helpdesk operator is the first point of contact between the customer and ADSL.	
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Adhere to the ADSL Company Health, Safety &amp; Environmental policies and procedures.</li> <li>• To understand and apply FM contract knowledge (including a variety of performance indicators) to ensure calls are logged accurately into IFS</li> <li>• Provide a central node / communication centre to assist with all incidents / military exercises</li> <li>• Accurately log information within Case, an administrative module within IFS used for bookings, incidents, complaint / compliments, military exercises</li> <li>• Produce accurate reports for partners and other departments</li> <li>• Accurately enter all incidents into the business incident reporting system (OSHENS) along with following any escalation practices.</li> <li>• Provide administrative support to other departments within the business (Sodexo Estimates, Purchase orders, Surveys, assetisation etc)</li> <li>• Liase with BMS triage to minimise engineer attendance / improve job description, constantly improving the technical knowledge within the team</li> <li>• Support both Day and OOH engineers in all matters including allocation and job analysis</li> <li>• Understand the different contracts held by ADSL (PAC / additional contracts) and how this changes the way jobs are logged</li> <li>• Build strong working relationships with OOH Engineers, ensuring priority jobs are allocated and responded to within the relevant timescale</li> <li>• To undertake relevant training as and when required</li> <li>• To conduct customer call backs periodically in line with Helpdesk Supervisor instruction.</li> <li>• To carry out any other duties as reasonably required by management</li> </ul>	

### Qualifications

#### Essential:

- English Language and Maths GCSE grade C or above

#### Desirable:

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- NVQ or equivalent in Customer Service

### Experience & Knowledge:

#### Essential:

- Proven experience of working in a customer service environment.
- Proven ability to work in a team
- Very good interpersonal skills both internally and with customers
- Excellent telephone manner
- Proven ability to work to targets and deadlines
- Proven ability to work unsupervised and under pressure
- Experience in all Microsoft packages
- Strong administration skills

#### Desirable:

- Full UK Valid Driving Licence

### Skills:

- Communicates clearly and uses effective methods to deliver the message.
- Works effectively with others and maintains constructive relationships within the team, across the business and externally
- Commits to putting customers first and delivers high quality service that meets or exceeds expectations of both internal and external customers.
- Understands the right level of quality delivered to enhance customer satisfaction
- Understands how ADSL operates and the impact that actions and decisions have on the business.
- Embraces change; seeks improvements in working practices and challenges the status quo for the benefit of the business
- Understands goals and standards expected of self, following ADSL's Values

### Date:

November 2019