

Aspire Job Description

Job Title:	HELPDESK OPERATOR	POSITION ID: HDO591
Entity:	ASPIRE DEFENCE SERVICES LIMITED (ADSL)	
Location:	Tidworth	
Reports to:	Helpdesk Supervisor	
Key Purpose of the Role:	The Helpdesk operator is the first point of contact between the customer and ADSL.	
Key Responsibilities:	<ul style="list-style-type: none"> • Adhere to the ADSL Company Health, Safety & Environmental policies and procedures. • To understand and apply FM contract knowledge (including a variety of performance indicators) to ensure calls are logged accurately into IFS • Provide a central node / communication centre to assist with all incidents / military exercises • Accurately log information within Case, an administrative module within IFS used for bookings, incidents, complaint / compliments, military exercises • Produce accurate reports for partners and other departments • Accurately enter all incidents into the business incident reporting system (OSHENS) along with following any escalation practices. • Provide administrative support to other departments within the business (Sodexo Estimates, Purchase orders, Surveys, assetisation etc) • Liase with BMS triage to minimise engineer attendance / improve job description, constantly improving the technical knowledge within the team • Support both Day and OOH engineers in all matters including allocation and job analysis • Understand the different contracts held by ADSL (PAC / additional contracts) and how this changes the way jobs are logged • Build strong working relationships with OOH Engineers, ensuring priority jobs are allocated and responded to within the relevant timescale • To undertake relevant training as and when required • To conduct customer call backs periodically in line with Helpdesk Supervisor instruction. • To carry out any other duties as reasonably required by management 	

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