

JOB SPECIFICATION

1. POST

Post:	NIGHT SHIFT SERVICE CONTROLLER
Depot / Department:	NORMANTON DEPOT
Ref:	GPL/GP122
Salary:	DEPENDENT ON EXPERIENCE/COMPETITIVE
Hours:	SHIFT PATTERN (4 DAYS ON, 4 DAYS OFF, INCLUDING WEEKEND SHIFTS)

2. SUPERVISORY RESPONSIBILITIES/POSITION IN STRUCTURE

Responsible to:	Dave Hague – National Service Manager.
Liaising With:	Service Managers, Depot Supervisors, Service Engineers, Depot/Head Office Staff and Management Team.

3. MAIN FUNCTION OF JOB (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

- To work flexibly as a member of the Service/Hire Desk Team;
- Provide a customer focused service to both internal and external customers.

4. MAIN DUTIES (brief description)

Duties/Responsibilities

- Monitoring telemetry alarms and responding appropriately to individual customer requirements;
- Monitoring customer strategic sets and arranging fuelling where required.
- Answering all calls for emergency hire equipment, arranging its delivery and keeping the customer updated at all times;
- Responding to any breakdown requests, providing technical support where possible or ensuring engineers are despatched promptly;
- Ensuring comprehensive handover of out of hours actions are relayed to day shift;
- Arrange transport movements where necessary in a timely manner;
- Process chargeable and non-chargeable job sheets;
- Reconcile breakdown job sheets to breakdown log.
- Support fuel team and service team function(s) as required.
- Oversee and update meter calibration process.
- loan vehicle supplied, is kept clean and tidy at all times, serviced within manufacturer's guideline, and ensure any defects are notified to correct parties and rectified in a timely manner;
- Promote teamwork and co-operation at all times, both within individual depots and right across the entire Generator Power Group of Companies;
- Treat all other employees and all our customers professionally and with respect;
- Always act in the best interests of any of the Generator Power Group of Companies, and not to carry out (or fail to carry out) any action that would bring the company into disrepute;
- Always work in a responsible manner to ensure safe working practices. Follow Health Safety Quality and Environmental guidelines provided by the company - currently ISO 9001, 14001 and OHSAS 18001 procedures, including all future notifications;
- Proactively contribute to the company's policy of continuous improvement;
- Carry out any reasonable ad-hoc duties requested by your direct Line Manager or the Management Team.

5. REQUIREMENTS TO CARRY OUT JOB

Essential or desirable requirement (E/D)	E	D
Qualifications required:		
<ul style="list-style-type: none"> Competent on Microsoft Excel. GCSE in English & Maths. Confidence with IT and computer packages. 	E E E	
Experience/Skills required:		
<ul style="list-style-type: none"> Any technical/engineering experience would be advantageous. Management experience. Administration or Hire desk experience. Worked with InspHire. Excellent organisation skills. Good communications skills, written and verbal. An ability to work efficiently under pressure. Ability to understand and implement written and verbal instruction. 	E E E E	D D D D
Specialist training required:		
N/A		N/A
Personal characteristics/Attributes required:		
<ul style="list-style-type: none"> Work well on own initiative and as part of a team. Ability to ensure the work gets done in a timely and effective manner. Ability to follow Company policy and procedures. Self-motivation. 	E E E E	
Other Information		
N/A		

6. SPECIAL TERMS

Special conditions e.g. working with hazardous substances, equipment, animals etc:	N/A
Working in different locations:	The Company reserves the right to require you to work at a different location to meet the operational needs of the business.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

If you are interested in the above position please discuss in the first instance with your line Manager, then complete the application form and Email to:	Vacancies@generator-power.co.uk
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CLOSING DATE:	5th January 2018
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