

JOB SPECIFICATION

1. POST

Post:	SERVICE CONTROLLER
Depot / Department:	NORMANTON DEPOT
Ref:	GPL/GP128
Salary:	DEPENDENT ON EXPERIENCE/COMPETITIVE

2. SUPERVISORY RESPONSIBILITIES/POSITION IN STRUCTURE

Reporting to:	Chris Brown - Operations Director.
Liaising With:	Service Managers, Service Engineers, Hire Desk, Depot and Head Office Staff, & 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)

- Support the Service Manager(s) with the depot service function.
- Ensure complete customer satisfaction.

4. MAIN DUTIES (brief description)

Duties/Responsibilities

- Process customer calls for the Service Department.
- Complete management of manufacturer warranty process.
- Process chargeable & non-chargeable job sheets to include Fuel Utilities, Fuel 4x4, and ENW own sets.
- Recording duty on call forms and adding to breakdown list.
- Consolidation of the service list.
- Resolution of service list queries.
- Create and distribute service lists.
- Create and distribute overdue list.
- Process on/off/exchanges on to service list.
- Assist in the production of Management Reports.
- Plan and maintain the EE Service list to include the application of permits.
- Oversee the running of the UU Service Contract.
- Support the fuel management function.
- Ensure company vehicle or occasional 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/Skills required:		
<ul style="list-style-type: none"> High school or equivalent; Administration Qualification. 	E	D
Experience required:		
<ul style="list-style-type: none"> Administration/Office Work or experience; Plant Service experience; Service controller experience. 	E	D D
Specialist training required:		
N/A	N/A	N/A
Personal characteristics/Attributes required:		
<ul style="list-style-type: none"> Customer service skills; Confident in dealing with people on the phone and in person; Ability to work as part of a team and on own initiative; Good communication skills and the ability to connect naturally with people 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. Ability to understand and implement written and verbal instruction. Self-motivation 	E E E E E E E E E	

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 with a CV to:

Vacancies@generator-power.co.uk

CLOSING DATE:

24th January 2018