

Resource Scheduler

Don't just find a job. Feel it.



You'll use your knowledge, technical expertise and enthusiasm to deliver a superstar service to our customers, ensure all jobs are completed within agreed timescales and drive the highest levels of satisfaction

Connect with what you'll do

In the role you'll:

- ▶ Resolve customer queries effectively, owning queries from start to finish across all channels: phone, email, webchat, webform, face to face and social media within service level agreements
- ▶ Support customers to access our services online
- ▶ Triage all jobs raised in line with contractual scope to define and allocate the correct service level agreements
- ▶ Ensure that booked appointments are met by monitoring daily work volumes and ensuring efficient use of resources, recording completed tasks appropriately within service level agreements
- ▶ Ensure operatives have the ability to perform jobs to an optimum level and that they are aware of their schedules
- ▶ Ensure all operative activity, including out of hours jobs and downtime is processed within calendars and that returned or rejected tasks are reallocated
- ▶ Ensure that all tasks for operatives and subcontractors (emergency, urgent and routine) are allocated with an agreed appointment
- ▶ Work collaboratively with other teams to address and resolve job related issues such as missed appointments, escalating to an appropriate supervisor where appropriate
- ▶ Ensure that start times, finish times, completion notes, worksheets and completion photos are recorded when completing jobs
- ▶ Report on and analyse operative performance data in order to identify problems and develop and implement innovative and new ways of working that put our customers at the heart of our services and drive performance.

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Delivering first-class customer service, preferably in repairs.
- ▶ Investigating, evaluating and responding to situations quickly
- ▶ Confident use of IT systems including Word, Excel, PowerPoint, databases and email

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Putting bags of energy into finding ways of making things better, faster and lower cost.
- ▶ Taking pride in being organised so you can deliver your promises on time.
- ▶ Being the best version of yourself in every situation and show resilience even when it's tough.
- ▶ Remaining curious to find better ways of working to improve the customer experience.
- ▶ Seizing opportunities by being brave and stepping outside of your comfort zone.
- ▶ Holding your hands up if you make a mistake and quickly re-focusing to put things right.
- ▶ Making wise decisions and solving problems without over complicating things.
- ▶ The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.