

VACANCY

Job Title: Service Desk Manager (SDM0034)

Reports To: Business Operations Director

Location: Richmond Office (5 days/w)

HRV GROUP

Launched in 2014, the HRV brand mission is to create and maintain indoor environments that are fresh, efficient, and comfortable for the people who live inside them. #indoorairquality

We are a leading residential ventilation contractor and service provider, installing and servicing residential ventilation systems on large sale projects of up to 1000 apartments, down to individual homes. We work with new build developers, contractors, social housing landlords, property maintenance and end users and we are on a mission to educate about the benefits of good ventilation and improving indoor air quality in homes! The HRV Group also have two other brands including The Air Shop (www.theairshopco.uk) & Pinnacle Ductwork (www.pinnalceductwork.co.uk)

JOB PURPOSE

The primary role of the service desk manager is to maintain excellent customer service experience for the Service Division. This will include managing the day-to-day activities for the service desk with 3 direct reports (currently) as well as consistent liaison with field engineers and the Business Operations Director.

We are looking for someone with a customer service mindset, outstanding communication and organisation skills and problem-solving ability

KEY RESPONSIBILITIES.

Service Team Management

- Planning and prioritising workload across the team to meet division KPI's
- Managing day to day team questions and queries
- Training team members on processes and procedures
- Managing job conflicts across multiple areas
- Assisting with recruitment of new team members
- Approving leave for all field engineers and service desk administrators
- Be the 'go to' point of contact for customer service related issues
- Monthly service reporting and meeting to discuss key achievements and requirements

Day to Day Job Management (wholly owned and or shared across team)

- Processing enquiries (web, email, and telephone)
- Management of field engineers' questions and queries
- Tracking and resolving unpaid and late invoices
- Following up aged quotes

- Creating purchase orders for job and follow up with suppliers
- Processing deposit payments
- Scheduling jobs and assigning engineers
- Part stock management for engineers
- Taking ownership of customer complaints and issues through to resolution
- Ensure system data accuracy on CRM system
- Act as central coordinator for new Service enhancements prior to implementation
- Coordinate key business tasks i.e., B2B block resource management, B2CB block bookings, annual service reminders etc, across the team ensuring 100% coverage at all times.

EXPERIENCE, SKILLS and QUALIFICATIONS

QUALIFICATIONS

- GCSE English & Maths
- A Levels and/or Degree

Proficient in the use of the following software packages

- MS Word
- MS Excel
- MS Outlook (email)
- CRM System

SPECIFIC SKILLS

- Excellent written and verbal communications
- Analytically minded with proven problem-solving skills
- Ability to managed varied workload
- Customer focused 'people first' attitude
- Process driven
- Attention to detail

EXPERIENCE

- 2-3 years plus experience managing a team or teams of client facing people
- 2-3 years plus experience working with office systems in a multi-tasking environment
- 2- 3 years plus experience working with suppliers and vendors.