

Job Description: Helpdesk Advisor



Function:	Government & Agencies, i2020 Integrator
Job:	Helpdesk Advisor
Position:	
Job holder:	N/A
Immediate manager (N+1 Job title and name):	Operations Manager, Integrator
Additional reporting line to:	N/A
Position location:	Belfast City Centre

1. Purpose of the Job

The Helpdesk Advisor will interact with our customers and suppliers ensuring a prompt, professional and efficient service, in terms of initial telephone or e-mail response, accurate recording of requests for service and escalating problems as necessary. Reporting and administrative duties to support various maintenance activities is also a key function of this role.

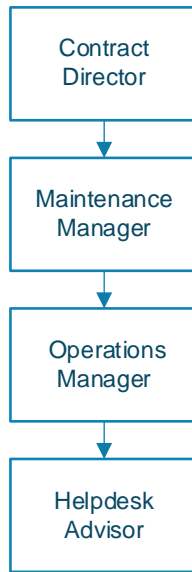
2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a
		EBIT margin:	tbc			Outsourcing growth rate:	n/a
		Net income growth:	tbc				
		Cash conversion:	tbc				

Characteristics

- Work as part of a busy helpdesk processing circa 1100 reactive calls per month
- Ensuring completion of circa 1000 planned maintenance events each month
- Coordinate maintenance activities for upward of 20 sub-contractors
- Coordinate maintenance activities across 170 sites

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To achieve a high degree of customer and supplier satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with procedures.
- To ensure that all requests received are recorded, actioned and followed through to completion in line with Contract Key Performance Indicators.
- To operate the CAFM/CMMS system to ensure helpdesk data is accurate and timely.
- Ensuring works are completed on time and that all appropriate paperwork is completed and filed
- Deliver high levels of maintenance compliance
- Delivery of a number of reports for various internal and external stakeholders

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To accurately record details of the caller, problem and severity and ensure that the Maintenance Team are aware of situations which could develop in to serious issues.
- To respond quickly and efficiently to incoming telephone, email messages in line with client service level agreements.
- To maintain a high level of accuracy when obtaining and inputting information.
- Ensure all calls to the Help Desk are received, recorded, acted on and followed through to completion in a timely manner.
- Monitor Planned and Reactive Maintenance performance, identify poorly performing tasks and effect remedial action to ensure timely completion.
- To have a clear and professional telephone manner.
- To achieve a high degree of customer and supplier satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with procedures.
- To provide reporting data on a monthly basis, and adhoc where required.
- To follow and ensure compliance with Sodexo processes and procedures.
- Carry out any other duties as requested by the Operations Manager.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensure quality and consistency in the helpdesk service
- Knowledge of helpdesk and associated processes
- Increasing 1st time fix rate by providing accurate data to the supplier
- Increasing the quality of live data to our customers
- Correct prioritization of work order requests based on severity and impact
- Provide accurate and timely reporting information

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experienced in the use of CAFM / CMMS systems (Preferably QFM)
- Experience of providing helpdesk or call centre service, developing productive working relationships with key customers and suppliers.
- Proven experience in managing supply chain/contractor performance
- Competent in the use of Microsoft Office tools (Outlook, Word, Excel, MS Project, PowerPoint etc.)

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Brand Notoriety
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation
- Client relationship management

9. Management Approval – To be completed by document owner

Version	1.0	Date	25/05/2021
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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