

Helpdesk Operator

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| Function: | Helpdesk |
| Position:  | Helpdesk Operator  |
| Immediate manager (N+1 Job title and name): | Team Leader |
| Additional reporting line to: | Operations Manager  |
| Position location: | 3200 Century Way, Thorpe Park, Leeds, LS15 8ZB |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Helpdesk Operator 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 before they become issues.
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| 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 FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Not applicable
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| 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. |
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| **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. |
|  Accountabilities or “What you have to do”* To accurately record details of the caller, problem and severity and ensure that Team Leaders are aware of situations which could develop into issues.
* To work within and to, processes and procedures.
* To respond quickly and efficiently to incoming telephone, email and facsimilie messages in line with client service levels. Attention to detail when obtaining and inputting information
* 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 attend training and coaching sessions and incorporate any changes necessary in your duties, methods, working hours and procedures
* Identify any potential areas of improvement and highlight to your Team Leader
* To be flexible and adaptable to change
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| 5. 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. |
| Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”* To achieve key performance indicators (KPI’s) in respect to customer service, client knowledge, system knowledge and attendance as documented through the operator balanced scorecard.
* Highlight any training needs and development as necessary to assist you in your duties and personal development.
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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Knowledge, skills and experience**Essential****Technical Competencies*** Experience of providing helpdesk or call centre service, developing productive working relationships with key customers and suppliers.
* Basic Understanding of computer hardware, peripherals and applications e.g. networks, shared files and folders, report creation.
* Keyboard skills

**Behavioural Competencies*** Achievement
* Communication
* Customer Focus
* Planning and Organising
* Analytical Thinking
* Team Work
* Initiative

**Desirable****Technical Competencies*** Knowledge of computer databases and their applications.
* Ideally be qualified to NVQ level 2 or 3 in Customer Service or Call Handling.
* Experience of working with, and developing KPI’s and measurement information in a similar environment
* RSA level I keyboard skills or equivalent European Computer Driving Licence (ECDL) Level I.
* Microsoft Word – Basic
* Microsoft Excel - Basic

Please be aware that a successful CRB clearance may be required |

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| 7. Management Approval – To be completed by document owner |
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| Document Owner | Christie Harper |

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| 8. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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