ASK FM JOB DESCRIPTION

LOCATION: Site Based

Hours of work: Mon- Fri 08:00 -16:30

Description:

**Ask FM’ customer support**

It’s really important for us to provide a human face to TFM services – while online and live helpdesk services are convenient and cost effective, there’s a far greater opportunity to directly improve the workplace experience when a customer can speak face to face with someone empowered to solve their problem.

Key Duties:

* Regular walking and communicating with key departments re any problems or issues requiring support for the service side.
* Drop in support of clients key representatives to log site queries or issues.
* Management of all contractors to and from site re planned or reactive works.
* Management of all paperwork associated with any works or client requests. Includes certificates to work, RAM’s, Maximo and PPM planner updates and scheduling.
* Allocation of work to on-site services, nominated contractors and ad-hoc requirements.
* Focal point for colleagues and guests of Adidas to facilitate a face to face help point for whatever issues need sorting.

Key Requirements:

* Outward going, problem solving attitude.
* Professional approach to interaction with various types of people.
* Good communicator.
* Sound knowledge of FM Hard & Soft Services processes.
* Sound knowledge of FM Manage systems (e.g. Maximo / Helpdesk)
* Quick learner to facilitate understanding of clients core business activities.