

## Job Description

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| <b>Job Title:</b><br>Project & Helpdesk Co-ordinator<br><b>Reporting to:</b><br>Finance Director (& indirectly to Operations Director)   | <b>Education /Qualification Requirements:</b><br>1) Competent with Microsoft Office<br>2) 2.1 or above in business, engineering or environment related subject.<br>3) Previous project administration experience |
| <b>Main purpose of job:</b><br>1) Project support to clients, trades and engineering teams to ensure efficient delivery of heat pump projects<br>2) Helpdesk service to clients, trades and engineering teams to ensure efficient and effective fault resolution<br>3) Sales & administration of maintenance support contracts |  |
| <b>Key responsibilities</b>  |  |
| Manage the engineering schedule with Operations Director ensuring any non-conformance or issues are raised appropriately or escalated to Finance Director for further action   |  |
| Co-ordinate all communications between client, client representative or on-site trade and internal resource to ensure project readiness for approval by Operations Director  |  |
| Schedule engineers and preparation of all relevant documentation to ensure successful project delivery   |  |
| Co-ordinate repair and maintenance helpdesk in line with company procedures and contractual commitments  |  |
| Selling and administering maintenance services to heat pump customers in line with company guidelines and procedures   |  |
| Produce customer handover pack in line with company and MCS standards for final approval by Quality Manager  |  |
| Manage and update CRM database as appropriate on a project/fault/maintenance case by case basis  |  |
| Co-ordinate suppliers orders and deliveries in line with customer expectations and company procedures  |  |
| Management of stores/workshop area in line with company procedures   |  |
| Any ad hoc duties as required by the management team   |  |
| <b>Updated by:</b><br>Ali Hodges (Iceworks.UK)   | <b>Date:</b><br>18 <sup>th</sup> June 2012   |
| <b>Approved by:</b>  | <b>Date:</b>   |
| <b>Authorised by:</b>  | <b>Date:</b>   |