

## Job Description

Job Title	Service Desk Advisor
Business Unit	Workplace, Arts and Culture
Location	Stoke on Trent
Reports To	Team Leader

### Overall Purpose of Job

Work as part of a team to provide high quality day to day support to enable the effective operation of our customer service desk.

### Main Duties, Responsibilities & Accountabilities

- Answer all incoming calls.
  - To process and update requests from our client base, internal personnel and suppliers via telephone, fax, e-mail or web.
  - Accurately process reactive, planned and statutory compliance tasks.
  - To action reactive requests from our client base and log all requests on our in-house computer system.
  - To liaise with site based engineers and field based facility managers to action requests as necessary.
  - To liaise with sub-contractors to attend site to repair faults and raise appropriate purchase orders as required.
  - To be proactive in ensuring that all requests are completed within a reasonable time frame and that the correct process flow has been adhered to.
  - To be proactive in chasing job closures for client sites and to close down reactive requests that have been completed by our internal resources and sub-contractors.
  - To ensure that timeframes are adhered to in relation to service level agreements.
  - To review all data on our in-house computer system and be proactive in ensuring that the data is updated as required.
  - To be responsible for own suite of clients and ensuring that all operational and financial procedures are adhered to.
  - To carry out administrative tasks involved in setting up new supplier/contractor accounts
  - To promote good relationships with contractor/supplier contacts and site personnel and to project a professional image of Avison Young at all times.
  - Provide administrative support to the Field Based team of Mobile Facility Managers.
  - General filing duties (electronic or manual) including the requirement that the filing system be neat and tidy to aid speedy retrieval of any information.
- Carry out any other duties as requested.

**Technical Skills**

- Proficient in Microsoft Office Information Technology software (Word, Excel and PowerPoint) is essential
- Previous experience of using a CAFM system is desirable

**Core Skills**

It is essential for the right candidate to:

- Have excellent verbal and written communication skills
- Be organised and able to multi-task
- Be able to use time as a valuable resource and manage own time to achieve required outcomes
- Be able to work under pressure

**Experience**

- A minimum of one year experience working in a help desk environment is desirable.
- Working experience in a customer focused setting is essential.