

SCHEDULING ADMINISTRATOR – OFFICE BASED

The role: Logic Fire and Security, a market leader in the Fire & Security industry, is looking for a talented individual to join our expanding scheduling team. Your role is to ensure the planned maintenance, small jobs and call outs are scheduled into the system and concise details are forwarded to the engineers with sufficient time to ensure that the works are completed in the allocated time and ensure first time fix.

In addition, as part of the scheduling team you will have responsibility of one of the company's major customers in terms of scheduling maintenance visits, remedial works and installations etc. ensuring all paperwork is issued to the engineers and checking that it has been completed accurately before issuing to the customer.

Purpose: To support the business in meeting customer expectations and managing projects to deliver to cost and timescale. **Location:** This is an Office based role to cover, local (Yorkshire) and nationwide contracts.

The Candidate:

We are seeking a dynamic, confident administrator with experience in scheduling and strong commercial awareness. You will have ideally worked in either worked in the construction environment or have a good knowledge scheduling. With excellent communication and negotiation skills, managing both client expectations and requirements and keeping relevant individuals informed of requirements. In addition the successful candidate should have great attention to detail, an understanding of budget control, strong organisational and planning skills and the ability to work well as part of a team or on their own initiative.

Main Duties, include the following:

- Check with the Management team on a daily basis for the objectives of the day.
- Assess scheduling priorities based on the works listed on the system.
- Schedule works taking into consideration the location of other jobs booked for the day and the location and qualifications of the engineer.
- Liaise with customers to suit their needs whilst also considering the business costs involved with processing these works
- Report to the management team regarding the engineers/sub-contractor productivity both positive and negative.
- Give full details of the jobs to engineers/subcontractors as to what needs doing to ensure repeat visits are avoided.
- Ensure that customers are provided with all relevant information and visit requirements for the works to be completed.
- Deal with any queries or issues that arise from the scheduled works
- Complete calls via the CASH system and to ensure that the works are invoiced promptly
- Deal with incoming calls from customers, dealing with their query or directing them to the correct department within the business
- Taking responsibility for key accounts, processing maintenance visits, costing works completed and obtaining authorisation numbers
- Completion of excel spreadsheets accurately to identify charges due

Remuneration:

- Salary (dependant on experience) paid monthly
- 39 hours per week Monday to Friday
- Early finish on a Friday
- Annual leave entitlement is 21 days per annum increasing by 1 day year at the commencement of the new leave year, up to a maximum of 5 additional days (effective after the completion of 1 year's service)
- Company Pension

If you are interested in the above position please respond in writing to recruitment@logicfireandsecurity.com