

## **The Role:**

Reporting to the Management Team, you will be responsible for designing and estimating CCTV, Intruder, Access Control and occasionally Fire. The job role may include other reasonable duties/tasks from time to time.

This role requires a high level of literacy & numeracy and the ability to act on your own initiative in what is a demanding and busy department.

This is a developing role that would offer a good career path.

## **Purpose:**

The main purpose is to deliver a first-class customer experience ensuring that all communications are carried out correctly, so the customers' requirements are consistently achieved. Also, to provide a fast, accurate, and professional resolution to all enquiries relaying timely and accurate information to our customers internal and external.

## **The Candidate: Required Skills**

- Excellent communication, negotiation, and organisational skills.
- Advanced telephone skills and the ability to think logically and be creative in problem solving.
- Understanding of budgetary controls, business needs and a commercial awareness.
- Have drive and determination to provide an excellent service to our customers.
- Must have considerable experience in the Design and presentation of advanced CCTV systems and Security.
- Advanced IT skills including use of Outlook, Excel, Word and AutoCAD.

## **Main Duties, include the following:**

- Deal with multi-level M&E contacts and sites across the UK.
- Co-operating with the team on the completion of quotes.
- Liaising with Operations, Management, product suppliers, electrical contractors, engineers and sub-contractors.
- Working with AutoCAD creating and updating drawings, creating As Fitted drawings from engineer's hand drawings.
- Requesting accurate product specifications and prices from suppliers and distributors.
- Updating internal CASH System with relevant information from suppliers to provide accurate quotations and designs.
- Following up quotes with clients.
- Preparing contracts that are won and creating job file, drawings.
- Preparing and maintaining Operation & Maintenance Manuals for completed projects.
- Liaising with suppliers regarding the quality of our products, making sure we receive them in good condition and arranging returns of replacement when necessary.
- Responding quickly to all supplier and electrical contractor queries.
- Maintain a good working relationship with suppliers and electrical contractors.
- To ensure prompt and accurate processing of customer requests are captured via the following communications methods - Telephone, Written, Facsimile, and Electronically.
- To answer calls directed through to HQ via the 0845 number, again ensuring accurate information is captured and full ownership is taken for a given request.
- To ensure the Management Team are kept informed of any instances that may threaten our levels of service.
- To provide a "positive" experience for our customers, ensuring internal and external service standards are maintained at all times.

## **Remuneration:**

- Salary (dependant on experience) paid monthly
- 40 hours per week Monday to 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. This is 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](mailto:recruitment@logicfireandsecurity.com) by 9<sup>th</sup> April 2021