

FM DIRECT AGENT - NIGHTS

Job Title:	FM Direct Agent - Nights
Department:	FM Direct
Reporting to:	FM Direct Team Manager
Responsible for (staff):	N/A
Location:	Redditch
General Purpose of Role:	A key administration support position involving the receipt, processing and dispatch of reactive and planned maintenance tasks to the appropriate engineers/support service with the goal of providing a safe, clean and high quality environment for Sainsbury's customers, and employees.

ACCOUNTABILITIES

- Responsible for the effective receipt, processing and dispatch of reactive and planned maintenance tasks to the appropriate engineers/support service throughout the night.
- Schedule work orders to engineers in accordance with the priorities set by the client
- Liaise with engineer population and field management team to ensure all works scheduled are adhered to and completed within set Service Level Agreements.
- Manage work load and prioritise nightly duties efficiently.
- Contributes to the development and implementation of robust FM Direct team processes to ensure that a high quality service is provided to both internal and external customers. Produces service request/problem incident reports and initiates follow-up to ensure timely disposition and close-out of actions
- Responsible for tracking action items and referrals through to resolution
- Assists the FM Direct Night management team in the identification of areas for improvement within the function
- Assists with the preparation of performance reports as needed, including handovers to the daytime shift colleagues.

KNOWLEDGE AND SKILLS

- Knowledge of customer support operations to include a good knowledge of CAFM software and customer service
- Understanding of FM and support services contracting and performance measurement and monitoring
- Understanding and experience of the retail industry desirable
- Excellent verbal communication skills and good telephone manner
- IT literate with experience of MS Office applications i.e. Word, Excel and Outlook
- Excellent administration and time management skills
- Ability to work under pressure and meet tight deadlines
- Experience within a Facilities Management environment / professional customer services environment

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises
- This position will involve working weekends on a rota basis
- Your weekly shift pattern will be determined by the needs of the business and consequently start times may vary.