

	Job Description	
	Role	Customer Service Adviser
	Department	Customer Services Team
	Reporting line	Head of Customer Relationships

AFM (“the company”) are the largest provider of facilities management and associated building services in the Channel Islands. Our purpose is to deliver high quality, sustainable solutions for our customers and island communities.

Purpose of the Role:

The Customer Service Team are at the heart of AFM, responding to the day to day needs of our busy customer base. The role holder will play a critical part in ensuring AFM meet their contractual service level agreements and exceed customer expectations wherever possible.

The customer service adviser will be responsible for administering both planned and reactive (unplanned) activity, which will involve receiving calls from customers and processing their requests and regular instructions to ensure timely scheduling of engineer tasks and resources. They will also provide other services to support to our customers and colleagues including production of MI (management information) and KPI (Key Performance Indicators) reports.

The role responsibilities (not limited to) are as follows:

Business Delivery:

- Administer the efficient delivery of planned maintenance and reactive facilities management and engineering tasks in line with our contractual obligations and service level agreements
- Proactively communicate with customers and colleagues including receiving and responding to phone calls and emails and managing enquiries and reporting
- Co-ordinate the scheduling of engineer tasks to maximise productivity and ensure appropriate allocation of skill level
- Input and maintain high standards of data within both AFM and our customers FM
- Prepare management information and key performance indicators in line with customer service level agreements, for management and customers
- Raise and issue purchase orders to colleagues and suppliers
- Support the invoicing process and deal with invoice enquiries when they arise
- Order and maintain sufficient stocks of uniforms, stationery and office equipment
- Administer the out of hours call out function
- Comply with business processes at all times and engage in and support internal and external auditing and reporting processes
- Provide support to other areas of the business when required, including attending customer meetings, organising events, preparing presentations, newsletter articles, taking minutes of meetings
- You may be required from time to time to undertake other tasks that fit your skill set but may not form part of your regular role.

Customer Focus:

- Deliver consistently high-quality standards of customer service across our customer base
- Ensure compliance with our contractual obligations and service level agreements, whilst exceeding customer expectations wherever possible
- Engage with customers and colleagues in a professional and helpful manner at all times

- Aid the development and growth of the business when opportunities arise, including continuous improvement in quality and customer service delivery.

Teamwork:

- Create and promote collaborative working relationships across the AFM team
- Work with colleagues to maintain sufficient cover during normal working hours
- Participate in self- development, including identification of training and development needs, and support training of others if and when required
- Attendance and active participation in team meetings and 1:1s
- Act in accordance with the AFM HR policy and dress code at all times.

Health and Safety:

- Maintain compliance with Company H&S policy and support the execution of the highest standards of H&S at all times
- Complete regular training in accordance with requirements.

Key attributes:

- Be passionate about customer service excellence and quality standards
- Have exceptional interpersonal and communication skills and be able to build trust with colleagues and customers
- Act with professionalism and integrity at all times, as an ambassador for AFM both inside and outside the company
- Have excellent organisational and time management skills for self and others, with an ability to work under pressure
- Have a proactive approach to work and problem solving and be able to work under own initiative
- Be able to work both individually and as part of a team
- Be able to prioritise workload and to follow processes and procedures (AFM and customers)
- Maintain the strictest of confidence in all matters relating to the AFM business, in accordance with Company policy.

General requirements for the role:

- Be computer literate use of MS Word, Excel and MS Exchange as a minimum
- Holding a full & current, category B driving licence would be preferred.

Personal Development/Training relating to the role may include:

- H&S Training; for example: IOSH Working Safely, Asbestos Awareness, Working at Height, tool-box talks
- In-House Training; for example: FM IT systems including CAFM, internal processes and procedures.