

Job Title: Customer Performance Co-ordinator

Reporting To: Project Manager (Service Centre)

Purpose: To assist the Project Manager in all administration duties and activities relating to Service Centre based contracts.

Value

KPIs

<ul style="list-style-type: none"> Support in the monitoring and completion of weekly/monthly client reporting, by extracting and then re-presenting MSi KPI information into a pre-agreed format. 	
<ul style="list-style-type: none"> Support in completion of ad-hoc internal/client reporting when required. e.g. Work Order variation reporting. 	
<ul style="list-style-type: none"> Provide support to the Project Manager in the accurate recording and reporting of attendance and non-attendance (sickness, absence and holidays) of staff. 	
<ul style="list-style-type: none"> Raising of specialist material orders on behalf of engineers for submission to the supply chain for purchasing. 	
<ul style="list-style-type: none"> Regularly communicate with site the updates on requisition progress. 	
<ul style="list-style-type: none"> Provide administrative support to the Service Centre function including, but not limited to, meeting minute-taking, recruitment support, etc. 	

Right First Time

KPIs

<ul style="list-style-type: none"> Utilising the MSi dashboard, assist in the monitoring of Right First Time delivery for each task on the project, reporting to the Project Manager on exceptions or problems encountered. 	
<ul style="list-style-type: none"> Understand the case workload and alert the CPM to issues requiring intervention. 	
<ul style="list-style-type: none"> Working with the Project Manager to ensure that the completion and submission of all reports are done so in an accurate and timely manner. 	
<ul style="list-style-type: none"> Report customer feedback as necessary 	
<ul style="list-style-type: none"> Working with the Procurement Representatives to ensure that the administration of purchase orders is at all times completed in an accurate and timely manner. 	
<ul style="list-style-type: none"> Active participation in team meetings and feedback sessions, in conjunction with the Service Centre team. 	

Role Description

Customer Recommended

KPIs

<ul style="list-style-type: none"> Establish and maintain a good working relationship with internal and external colleagues, and all members of the management and Exec teams. 	
<ul style="list-style-type: none"> Establish and maintain open communications, both written and verbal with colleagues and management. 	
<ul style="list-style-type: none"> Actively promote Morgan Sindall Property Services. 	

People Promise

KPIs

<ul style="list-style-type: none"> Contribute to all Team Projects, both directly and indirectly as instructed by the Project Manager. 	
<ul style="list-style-type: none"> Demonstrate honesty and integrity with colleagues. 	
<ul style="list-style-type: none"> Work collaboratively with Team at all times to deliver a consistent and reliable service to our customers, colleagues and clients alike. 	
<ul style="list-style-type: none"> Participate in any company charitable initiatives to support the business' community objectives, and to raise the profile of the Service Centre within the organisation. 	

Safe

KPIs

<ul style="list-style-type: none"> Be aware of and maintain required housekeeping standards, at all times. 	
<ul style="list-style-type: none"> Ensure all duties are undertaken in a safe manner. 	
<ul style="list-style-type: none"> Speak out if you suspect a health and safety breach. 	
<ul style="list-style-type: none"> Be mindful of others wellbeing. 	

Technical Skills and Knowledge

Safe

People Promise

Right First Time

Value

Recommended

	Basic	Intermediate	Advanced
Microsoft Word			
Microsoft Excel			
Microsoft Outlook			
Microsoft PowerPoint			
CRM Systems			
Organisational Skills			
Communication Skills			
Telecommunication Skills			