

**Role Profile: Call Handler**

**Department:** Portsmouth City Council

**Location:** Portsmouth

**Hours:** 40 hours per week, between 8am-7pm, Mon-Fri

**Salary:** £25,480

**Who you report to:** Office Supervisor

**SUMMARY OF ROLE**

You will be working in a call centre environment, making and receiving calls from Portsmouth City Council (PCC) Area Offices, our Direct Operatives and Subcontractors. Your prime responsibilities will be to receive repair appointments over the telephone, schedule and book appointments to available appointment slots, record accurate, timely and valuable repair appointment information into our job management systems and PCC’s Repairs and Property database.

You will also communicate with our Direct Operatives and Subcontractors, sending them to jobs and taking accurate and valuable job completion information when repairs have been completed. To succeed in this role, it is essential you completely understand the end to end process of delivering the perfect repair for the customer, your role in that process and the responsibilities of others in that process.

**KEY RESPONSIBILITIES**

* To ensure you understand your role in the end to end process of delivering the perfect repair for the customer, and the responsibilities of others.
* To record accurate, timely and valuable information directly into Job Management Systems, Client Repairs and Property Database, or any other system(s) used to deliver the service including; the time of the repair, location, customer, trade required, description of the works actually required or completed, materials ordered, van stock used and any other relevant information that can help us to deliver great customer service, learn and improve.
* To send operatives who become available to jobs in the most efficient and effective way ensuring they are productive eliminating or reducing travel and idle time.
* When issues or queries are identified ensure you escalate to your line manager/supervisor to ensure it gets acted on and resolved through to a conclusion.
* Assist the team, Supervisors and Managers in recording data and key management information that helps and improves the service we provide to our customers.
* To assist with any other administrative activities that are required to support the team, effectively manage the service and provide updates and information to the client.
* You are responsible for your own Health & Safety and are expected to work with the Company and your line manger to ensure safety guidelines are followed and adhered.
* To live the Mountjoy ethos and values at all times with whoever you deal or engage with.

**SKILLS REQUIRED**

* A professional and courteous telephone manner at all times irrespective of the situation and escalate to your supervisor for support if required.
* Able to deal with lots of activity, remain focused on the call/appointment you are dealing with, and the information that needs to be recorded or transferred by completing the task you are on before moving on to the next.
* Have good computer skills in MS Office and be comfortable and a quick learner in using job management systems.
* Have good typing skills and be able to record information straight into the job management systems.
* Be able to take direction from your line manager /supervisor and provide updates and feedback regarding instructions given.
* When recording information into job management systems ensure it is grammatically correct, concise and valuable to users of the information recorded.
* Must be proactive in identifying your training and development needs and doing something to overcome them.
* Be a team player, flexible in your working hours to support the delivery of the service, reliable and dependable.

**KNOWLEDGE REQUIRED**

* Basic knowledge of building maintenance trades. (Desirable)
* Good understanding of the Geographical Portsmouth City. (Desirable)

**QUALIFICATIONS REQUIRED**

* GCSE or Equivalent Qualification in Maths and English.

**EXPERIENCE**

* Experience of working in a Repairs and Maintenance call centre or any other call centre environment.(Desirable)