

## Helpdesk Coordinator

### Your new role

Join our team as a Permanent Full time Helpdesk Coordinator based in our Uckfield Office. Reporting into the Administration Manager. You will be the first point of contact for the business making you an integral part of the business. Your main role is to connect and link all aspects of the business together by working alongside our managers, engineers, clients, suppliers and sub-contractors. Your responsibilities will Include:

- Answering telephone and e-mail enquiries
- Liaising with Clients, Engineers and Sub Contractors.
- Organising and distributing work to the engineers and sub-contractors using our bespoke computer system. Updating works and other necessary information onto the system. (Training will be given).
- You will be responsible for planning and allocating PPM tasks and prioritising and co-ordinating reactive maintenance tasks.
- Other tasks include controlling and organising inventories & maintaining computerised information systems. As well as general office administration.

### What you'll need to succeed

To be the successful candidate you need to be passionate about working with people. Be innovative and possess a can-do attitude. You must be a confident and reliable person with a good work ethic. You must possess excellent communication and organisation skills and be able to multi-task in a busy environment. You should be computer literate: (Word & Excel – please note training will be given on our bespoke system). You need to be always assertive and calm at all times.

### What you'll get in return

This is a great opportunity within the building and maintenance Industry. The role is permanent (40hrs per week) and pays up to £24,000 depending upon experience. However working for UKFSL is about so much more than a competitive salary; as well as generous annual leave entitlement, we offer flexitime and flexible breaks to all employees to provide that all important work life balance. We want to support the development of colleagues and ongoing training and CPD is encouraged and funded.

### What you need to do now

If you're interested in coming to work with us send us your cover letter and CV to [careers@ukfsl.co.uk](mailto:careers@ukfsl.co.uk)  
If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.