

## Service Desk Administrator

Amalgamated Facilities Management Ltd is currently recruiting for a **Service Desk Administrator** to join our busy Service Desk team in Jersey.

The role will predominately involve receiving and logging calls from clients, mainly commercial properties, and scheduling tasks in with engineers ensuring works are carried out to meet our set KPIs.

The successful candidate will join an existing team of administrators

- Assisting in the planning and coordination of the reactive works on our clients' portfolios in conjunction with the other Service Desk staff.
- Populating and updating data on our own CAFM system, as well as 3<sup>rd</sup> parties own systems, in a timely manner to allow correct reporting for both AFM and their clients
- An appreciation of construction, mechanical, electrical engineering & shop fitting trades and their practices is desirable but not an essential

This role would suit someone with a can do attitude who is looking for a varied role with a hands on approach. It is essential to have strong interpersonal skills, be highly organised, be able to problem solve and have a strong sense of the importance of their function to the team.

### **Additional info for this role:**

- This is a full time position (Monday – Friday 08:00 – 17:00)
- Due to the nature of the work the successful applicant will be required to undertake a full police disclosure.

If you would like to find out more information about this role, please contact our Human Resources team on 01534 877688 or forward your CV to: *Human Resources, Amalgamated Facilities Management Ltd, CTV House, La Pouquelaye, St Helier, Jersey, JE2 3TP* or by email to: ***hr@amalgamatedfm.com***