

Technical Support Scheduler

Position Description



Position Title:	Technical Support Scheduler		
Reports to:	Customer Technical Support Manager		
Direct Reports:	None		
Financial Delegations:	None		
Division:	insignia	Dept:	Technical Support
Location:	Australia	Date:	12/7/16

Company Overview

insignia is a national label manufacturing business with a strong focus on providing valued solutions to its customers. Part of the Winson Group, insignia has an unwavering passion to help Australian businesses compete. Our values, our people, our products and our services have been the platform for 50 years of being an indispensable partner for our customers.

Our Promise:

- Market leading products
- Nationwide coverage
- Expertise across all industries
- Delivered with personable service and support, diligence and professionalism

Group Cores Values: Honour; Ownership and Commitment; Change for Strength; Diligence

Position Overview & Organisational Requirements

Position Summary:

Facilitate the scheduling of Field Support Technicians for both breakdown support and Preventative Maintenance agreements. Ensure all interactions with the customers are timely, professional and supportive of their requirements.

Organisational Requirements:

- All positions within the Winson Group will support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

Technical Support Scheduler

Position Description



Key Responsibilities

- Display behaviours consistent with the stated Winson Values

Breakdown Support Scheduling

- Receive all inbound phone calls in a professional and friendly manner
- Manage the CRM scheduling folder and CRM schedule board, to stay up to date with all breakdown service requests and prioritise based on contract type, customer priority and urgency of the issue.
- While calming the customer during their production challenges, maintain tracking of Technician status and next availability. Constant communication with customers, Sales, Technicians, and Manager is required.
- Coordinate with Credit Department on customer billings and receivables that impact service calls or installations. Ensure that Technicians are not dispatched to customers on credit hold.
- Act as an occasional liaison between the customer and Procurement team to communicate customer parts needs to that group
- Ensure that identified parts required for each task are available and assist in the coordination of parts availability are linked to Technician arrival on site
- Ensure that skills matrix and site induction list are considered when making bookings to ensure the correct Technician is selected for the Work Order
- Provide field service job confirmation to customers once the job has been confirmed

Preventative Maintenance and Project Scheduling

- Run weekly and monthly preventative maintenance reports to access Work Orders that need to be scheduled and coordinated with the customers and Technicians
- Ensure all preventative maintenance Work Orders are confirmed with the customer via phone or email before committing for a Technician.
- Ensure preventative maintenance reports are run quarterly to understand the non-metro preventative maintenance upcoming and plan accordingly to maximise efficiency of the trips for insignia and the customer.
- Ensure all employee leave, insignia site shutdown days and customer site shutdown days are entered into the schedule in advance to prevent incorrect bookings
- Ensure that skills matrix and site induction list are regarded when making bookings to ensure the correct Technician is selected for the Work Order
- Liaise with the Field Support Managers for requests for Field Support Technicians to be scheduled for project installations.
- Participate in SOP creation and utilization

HelpDesk Phone Support

- Provide additional phone support to the HelpDesk as required.

Technical Support Scheduler

Position Description



Communication and Team Work

- Superior time management skills, ability to handle multiple projects
- Strong organizational & planning skills
- Comply with all on/off site requirements, standards and inductions
- Contribute to the delivery of the department OGSM plan
- Maintain records of customer interactions and transactions in the corporate system, recording details of enquiries, complaints, comments and actions taken
- Maintain professional standards of customer service and work to ensure high levels of customer satisfaction
- Maintain a high standard of professional customer presentation for self and HelpDesk
- Escalate issues or conflicts to the Customer Technical Support Manager or Field Support Managers as required

Key Competencies/Experience

Key Competencies

- Well-developed communication, interpersonal skills and presentation skills and the ability to negotiate and maintain effective relationships with a wide variety of people.
- Proven ability to work effectively under pressure, complete all assigned work, meet deadlines and manage activities through to completion.
- Ability to utilise a range of computer software (including MS Office and CRM)
- Ability to work both as an individual and as a member of a team.
- Ability to effectively meet client needs and take responsibility for client satisfaction.
- Represent both self and Insignia in an ethical manner both internally and externally; maintaining a professional attitude at all times.

Experience

- 2-3 years' experience in a scheduler role is highly regarded
- Experience in high volume customer service call centre, scheduling or despatch environments
- Experience with using dynamic ERP or CRM systems is highly regarded
- Ability to handle changing priorities and multiples tasks simultaneously
- Printing industry experience highly regarded

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Schedule Work Orders within 2 hours of request or initiate contact with customer
- Provide a minimum 240 mins per week of help desk support (Auxed into phone queue's)

Technical Support Scheduler Position Description



Qualifications

- Vocational technical qualifications are highly regarded

Mandatory Criteria

- Driver's License C Class

Specific Requirements of the Position

- Low physical demand

Key Stakeholders

Internal

- Customer Experience Team
- FSM Northern, FSM Southern
- Scheduling/Planning Team
- Field Support Technicians
- Project Technicians
- Sales Team

External

- Customers

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____