

JOB TITLE:	Regional Utilities Scheduler
REPORTING TO:	Regional Scheduling Team Leader
DIRECT REPORTS:	None
JOB LOCATION:	Woolpit Head Office
JOB PURPOSE:	To plan and manage developer requests to ensure that GTC service guidelines and customer expectations are met.

Responsibilities

- Answer customer telephone calls in a timely positive manner to achieve great customer service.
- Loading customer utility requests up to a certain mains diameter size, into an in-house booking system.
- Schedule up to a certain mains diameter size, utility work requests efficiently into a live engineering programme.
- To proactively ensure that required materials, to carry out a construction work pack, are organised ahead of the scheduled start date.
- Liaising daily with allocated Engineers to ensure whereabouts, materials are organised ahead of work scheduled date.
- To respond to all developer and project manager emails, following service level agreements, to ensure all work requirements are completed as expected.
- Help to maintain a safe and healthy working environment.
- Any other duties as required by your line manager.

Person Specification

Criteria	Essential	Desirable
QUALIFICATIONS	English and Maths GCSE or equivalent.	Current CSCS card.
EXPERIENCE/ KNOWLEDGE	Logistical experience. Previous customer service-based role.	Understanding of the utility industry. Good geographical knowledge of the UK.
ABILITIES/SKILLS	Excellent communication skills - verbal, written and numerate. Ability to use Microsoft Outlook. Highly organised and resilient.	Ability to use Microsoft Office programmes or equivalent.
EMPLOYEE LEVEL	Team member (non-managerial)	

